



**Student Accommodation Scholarship Agreement – ENU Student Accommodation**

The guidelines of the agreement are as follows:

1. That you shall benefit from the above stated Scholarship subject to fulfilling the role of Resident Assistant. (RA)
2. The Resident Assistant position and the associated Scholarship are offered to you on the understanding that you will be resident for the complete lease period ending 5 – 7 June 2025 (RAs move out 8 June 2025 10am).
3. You shall take part in a duty rota determined by Student Accommodation. The total number of shifts for each RA are not predetermined and the expectation is all shifts are covered by all the team. You have a requirement to cover the RA rota to maintain service integrity and meet business demands, which will not be site specific.
4. You shall wear your RA uniform and provided name badge at all times when carrying out your duties.
5. If you leave your accommodation before the lease end date for employment, travel, or any other reasons deemed to impact the integrity of the service and Student Accommodation needs, your RA scholarship will be automatically terminated. Rental costs will return to full amount, if remaining in accommodation but unable to fulfil RA requirements.
6. The RA shift is 7pm-7am. You must telephone Security Control on 0131 455 6119 from the reception telephone at 7pm to sign in shift. You are required to staff the site reception 8pm-9pm during the RA shift.
7. RAs on duty will be provided with an RA task sheet before 5pm. You must send the completed RA handover sheet to [reslife@napier.ac.uk](mailto:reslife@napier.ac.uk) before 9am. It is vital this handover is sent before 9am.
8. RAs must fully and accurately complete the handover with appropriate feedback and comments. RAs must highlight any issues or challenges to accommodation staff as soon as possible.
9. RAs are required to contact security control for assistance during their shift. RAs must contact security control on 0131 455 6119 to report any concerns, repairs, maintenance or priority faults i.e. a leak, no power, or a student wellbeing situation.
10. RAs on duty are required to sign out the RA keys and phone at 7pm for each shift. RAs must return the RA keys and phone before 9am after each shift. The RA must not keep hold of the keys or on their possession and phone if they are on shift for several days.
11. You shall carry out the weekly fire testing every Wednesday as per the rota. RAs are required to arrive 15 minutes before the scheduled fire testing time to complete the admin/paperwork. RAs must be available for an hour once the weekly fire testing has started. This is a legislative requirement and anyone who does not attend or notify Student Accommodation Team in advance will be subject to a scholarship and performance review.
  - Slateford Road 2pm (RAs must arrive at 1.45pm to complete fire folders and remain available until 3pm).
  - Orwell Terrace 2.30pm (RAs must arrive at 2.15pm to complete fire folders and remain available until 3.30pm).
  - Bainfield 3pm (RAs must arrive at 2.45pm to complete fire folders and remain available until 4pm).



12. Any periods of absence from the Student Accommodation development must be arranged with and agreed upon by the Student Accommodation Officer, provided it does not impact the provision and integrity of the service. You are expected to arrange rota cover and replacement cover for any responsibilities in advance, i.e. hosting an event.
13. Details of tasks, to be determined by Student Accommodation, will include some administration and the provision of social interaction and creating positive living opportunities for residents through the creation and running of events, promoting positive wellbeing amongst residents living in residences and promoting Student Accommodation on behalf of Edinburgh Napier University. You will report wellbeing concerns to Student Accommodation for further investigation. You will be an ambassador for Student Accommodation.
14. Working with the Student Accommodation Team to design and deliver events to students. To plan and submit event proposals for consideration and execute social events for residents during the early arrival process into Student Accommodation and throughout the lease. There is an emphasis on socialisation and integration to ensure residents are receiving the optimum opportunity to establish, and be part of, a community. This will include one event per year to raise funds for the "Student Accommodation Hardship Fund" charity prior to 30 March each year.
15. Assist in the creation of a balanced programme of events to ensure culture, diversity and campaigns are catered for. Focus on inclusion, wellbeing, and celebration of others' cultures.
16. Assist Student Accommodation with flat set-ups, arrivals weekends, end of lease inspections, Applicant / Open Days, flat visits and tours, reception cover, issuing of keys, meeting residents, escorting them to their accommodation, promoting events, and any other relevant duties as required.
17. Ensure you log in to Security at the beginning of each shift and log out at the end of each shift. You are required to log each time you sign out/in the RA master fob from the office. RA Master may only be signed out during a shift.
18. You will carry out a daily site walk and report any faults, unsecured areas, or concerns to Student Accommodation. You will ensure that each site is secure by making sure all doors are closed and locked. You will lock all spaces, such as the common room, laundry facilities, and bike stores.
19. RAs shall fulfil a quota of 10 flexible hours of assistance to Student Accommodation staff each trimester. Opportunities to fulfil these hours shall be communicated and managed by Student Accommodation. The use of flexi hours will be at the discretion of Accommodation Officers, and the requirement to fulfil any additional duties by RAs is not limited by the flexi hours available for each RA, at any given time.
20. Maintain regular contact with residents and staff in all areas of accommodation to stimulate feedback and continually improve the living experience for residents and generate ideas for future successful events.
21. Meet regularly with the Student Accommodation Team and other Resident Assistant colleagues to discuss proposals for events and plan resources for future commitment.
22. Promote University services to residents in areas such as Security, Disability Inclusion, Keep on Track, Counselling and Mental Wellbeing, Student Funding, ENSA (Edinburgh Napier Students' Association) to promote support and retention through solutions and engagement. This information will be provided in the training.
23. Explore external services/event opportunities to improve residents' experience.
24. Assist at University events to promote Student Accommodation and the University.
25. Create, populate, and update social media communication to and for students. Each RA must be a regular contributor to Student Accommodation social media channels, with an

expectation of 2-3 posts per week. You will be provided with smart devices. The rota will determine when you are to post.

26. You will be required to be available at other times at the discretion of Student Accommodation to assist with arrival and departure of residents.
27. Compulsory training events will be organised by the University which will be of great benefit to you as a student in receipt of a Scholarship. Training will take place over a week period from the 26 to the 30 August 2024 (9am-6pm). On-site training will also be provided. Additionally, you will be required to undertake cargo bike training. This will be provided, and all RAs are expected to complete as and when the training is available. All relevant equipment and risk assessments will be provided during training and throughout your Scholarship.
28. The University reserves the right to terminate this agreement under certain circumstances, including but not limited to: *Misuse of alcohol/drugs while on, abuse of keys, abuse of position, failure to maintain confidentiality, failure to report urgent or sensitive matters, misuse of University property/equipment, breach of Code Of Conduct*. Termination of this agreement will not automatically result in the termination of your lease with Edinburgh Napier University.
29. Resident Assistants are expected to abide by the conditions of the Tenancy Agreement and the Code of Conduct. Any Resident Assistant who breaches the Tenancy Agreement e.g. *by failing to pay accommodation fees on the due dates*, will not be permitted to retain their position or be in receipt of the stated scholarship. Any Resident Assistant who breaches the code of conduct within the RA scholarship agreement may be invited to a performance review hearing where the obligations detailed in the role description and expectations outlined in the Code of Conduct will be addressed. A formal performance review hearing may be concluded with an outcome. The Resident Assistant may be accompanied by another ENU student or a friend. The accompanying person must not have been involved in the incident under investigation and may provide emotional support but cannot speak on your behalf. You cannot be accompanied by a member of staff from the Student Accommodation Team.
30. Breaches to the Code of Conduct;
  - A. Resident Assistant Performance Review –may include informal discussion, investigation, formal discussion, probation period under performance review, performance hearing, and actions as part of the outcome.
  - B. When Resident Assistant team members' performance and behavioural expectations are not met, the team member may be given the opportunity to correct their behaviour.
  - C. Formal performance review hearing may include, depending on the specific circumstances of the incident, no outcome, a verbal warning, written warning, final written warning, probation, termination, and suspension of duties (or a combination of).
  - D. Appeal process - When an outcome letter to a performance hearing has been received, you may appeal, in writing, against the decision made within 5 working days of the receipt of decision. Appeals are reviewed by the Student Accommodation Manager.
  - E. Any breaches to the Code of Conduct and/or Scholarship Agreement, including performance and attendance issues, may impact any future applications for the Resident Assistant position. The Resident Assistant's performance throughout the term they complete as part of the Scholarship Agreement is fully considered. The hiring manager will review all previous performance issues for those Resident Assistants who reapply to return as a Resident Assistant. Consequently, applications may be rejected at the discretion of the hiring manager and Student Accommodation Manager.
31. You must always maintain privacy and confidentiality. Any breaches of GDPR, data, or information will result in an RA Scholarship and Performance Review with possible dismissal.



32. You are required to work together as a team and provide a harmonious working environment at all times. You may be required to cover or work at a different allocated site.
33. You are required to use the University SafeZone app during each shift. This is installed on each RA phone.

### **Important Dates**

**All RAs must be able to commit to the following dates:**

- **28 May 2024** – Induction session (Bainfield Common Room)
- **24 - 25 August 2024** – Move in date to accommodation
- **26 - 30 August 2024** – Training Week (9am-6pm)
- **2 - 4 September 2024** - Trimester 1 flat set-ups (9am-7pm)
- **5 September - 7 September 2024** – Key Collection Sessions / Duties commence (rota TBC).
- **9 - 15 September 2024** – Welcome Week assistance (rota TBC)
- **3 - 8 January 2025** - Trimester 2 flat set-ups and general assistance
- **4 January 2025** - Tri 2 first shift
- **8 - 10 January 2025** - Tri 2 key collection (rota TBC)
- **17- 19 January 2025** – Arrival events
- **5 – 7 June 2025** - End of lease work (9am-7pm)
- **8 June 2025** – RAs depart accommodation at 10am

### **Holidays**

**Holidays are permitted where appropriate rota shifts have been covered and Student Accommodation Officer has been notified in advance.**

**Christmas:** Standard rota shall operate until 22 December 2024 and resume on 3 January 2025. RA service may be required between these dates.. No RA Service is required between these dates.

University Holidays (excl. the above) – RA Service shall run as normal.

\*All dates may be subject to change/ flexibility required.

If for any reason you withdraw from your course of study, your tenancy in the accommodation and your tenure of the Resident Assistant position will automatically be terminated. This shall result in the withdrawal of the stated scholarship.

As a Student Accommodation Scholarship student, the fees for your accommodation at your allocated site will be reduced by 55% for the full lease period.

If for any reason you withdraw from your role as RA, your scholarship will end, you will remain as a resident and you will be required to pay full rent amount as a resident at accommodation.

Should you become unavailable for duty during the lease period, including due to a course-related placement out with the Edinburgh area, you will not be eligible for the above scholarship for the duration of the period that you are off-rota.

Should you become unavailable for duty during the lease period due to seeking employment or to travel you will not be eligible for the above scholarship for the duration of the period that you are off rota.

This agreement will operate from 24 August 2024 to 8 June 2025 and the appropriate adjustments to your rent shall be arranged. You will move into your accommodation on 24 - 25 August 2024. You will be expected to work 9am-7pm on 5 – 7 June 2025 to assist Student Accommodation with end of lease checks. You will depart your accommodation by 10am on 8 June 2025.



If this Agreement relating to the Resident Assistant position and the receipt of the stated Scholarship is acceptable to you, please electronically sign this off and return a copy to [reslife@napier.ac.uk](mailto:reslife@napier.ac.uk) at your earliest convenience. Please keep a second copy for your own records.

**Please note that this agreement does not constitute a contract of employment, and it should not be viewed as such.**