

BUDDY INFORMATION

This handbook is designed for new students who will be paired with a current student (Buddy Volunteer) to interact with them. If you are NOT a new student but a Volunteer please refer to the 'Buddy Volunteer handbook' instead.

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1. Introduction

The Buddy Scheme is run by ENSA (Edinburgh Napier Student's Association) and helps new students settle into life at Edinburgh Napier University by pairing them with current students who provide support through regular meet ups and sharing their experiences. We believe that interaction with new students can greatly improve their experience at university and that the Buddy Volunteer's role can help the transition to life at Edinburgh Napier.

We have created this document to provide you with essential information on how to keep safe and make your buddying experience as enjoyable as possible. Please read it all and keep it at hand in case you ever need to refer to it again.

We are here to help you in any way that we can, so please feel free to contact us with any questions or ideas at buddies@napierstudents.com

2. The aim of the buddy scheme is to

- ☑ Welcome new students to Edinburgh Napier University and helping them feel a sense of belonging.
- ☑ Help students settle into their new life in Edinburgh and include them in the community.
- ☑ Support students in navigating the city and what it has to offer.
- ☑ Improve student interaction and integration: strengthen the Napier community feeling.
- ☑ Increase access to practical information for students.
- ☑ Give students the opportunity to meet people from all walks of life and make new friends while at University.
- ☑ Generate tips and ideas on how to enjoy one's studies at Edinburgh Napier.
- ☑ Help students challenge themselves and make the most of their University experience by engaging with ENSA's sports & societies, events and representation.

3. Having a buddy

Once you are matched with your Buddy Volunteer, you can expect them to help you settle into life at university for as long as you may need.

After being matched, your Buddy Volunteer should get in contact with you via email – then you can both continue with regular communication and meet-ups (either virtual or socially distanced- whichever you are both comfortable with and in compliance with Covid-19 regulations).

If you don't hear from your buddy after 1 week of being matched, please contact us at buddies@napierstudents.com.

WELCOME TO THE BUDDY SYSTEM!



4. What to expect from your buddy

- 👉 Welcoming you to the University.
- 👉 Making regular contact with you.
- 👉 Offering you support and encouragement.
- 👉 Giving you tips about the University (the campuses, services and student culture) and the local area to help you settle in and make the most of your time at Edinburgh Napier.
- 👉 Helping you find activities that you may be interested in, such as sports, societies and community action groups.
- 👉 Sharing their experience of life at Edinburgh Napier (as much as they are comfortable).
- 👉 Confidentiality, they should be a trustworthy person to you.
- 👉 Answering your questions and signpost you to relevant support services if necessary.
- 👉 Attending events with you to help you integrate into the Edinburgh Napier community and meet other students (in compliance with Covid-19 regulations).

5. What not to expect from your buddy

- 👉 Picking you up from the airport/helping you move in (this isn't their responsibility).
- 👉 Solving your personal/social problems (but they can signpost you to relevant services if needed).
- 👉 Being with you all the time and replying immediately to messages (but they should be in contact with you at least once a week).
- 👉 Proofreading your coursework or offering academic support.
- 👉 Offering money, skills, or a big amount of their personal time.

Remember that your Buddy Volunteer is kindly giving up their time to interact with you so please make sure that you are respecting their time and any commitments they may have.

6. Safeguarding

Your buddy should be a person that you can trust. However, if you ever feel uncomfortable or if a situation arises that you feel you can't handle or shouldn't handle, please contact us at buddies@napierstudents.com.

If you are worried about your own or your Buddy's immediate health, please phone emergency services at 999.

7. Useful links

Here are some of the services that you might find useful – your buddy also has a copy of these.

- » My Napier: <https://my.napier.ac.uk>
- » ENSA: www.napierstudents.com

7.1 Health, Wellbeing and Support

» **ENSA Advice**

Here to support any student with any problem: academic, financial, housing, welfare, visa, employment, and consumer. www.napierstudents.com/advice/
Email: ensa.advice@napier.ac.uk

» **University Wellbeing**

Free support to all enrolled students experiencing distress arising from psychological, emotional or mental health issues. <https://my.napier.ac.uk/wellbeing-support-and-inclusion/counselling-and-mental-wellbeing>
Email: counselling@napier.ac.uk

» **Report + Support**

Report and Support allows anyone who has experienced sexual violence, harassment, misconduct or any form of hate crime to report or disclose incidents to the University. The University has a zero-tolerance approach to any of these forms of misconduct and encourages reporting them. If you've been subjected to any form of misconduct, you can tell us either anonymously or by reporting to an adviser through Report and Support. You can also report on behalf of another student if you witness any form of misconduct. <https://reportandsupport.napier.ac.uk/>

» **Chaplaincy**

The Chaplains lead worship and run social and educational events. The Team is both ecumenical and multi-faith, serving various Christian traditions as well as the Muslim, Jewish and Buddhist communities:

<https://my.napier.ac.uk/wellbeing-support-and-inclusion/faith-spirituality-and-chaplaincy>

» **Campus Security**

Security staff are on campus 24 hours a day, every day, to ensure the safety of all students and staff: <https://my.napier.ac.uk/life-on-campus/lost-property-safety-and-security>

Tel: 0131 455 6119 (0131 455 4444 in emergencies)

Email: SecurityControl@napier.ac.uk

» **Edinburgh Nightline**

Confidential and non-judgmental listening service run by students for students. You can call about everything and anything: <https://ednightline.com>

» **Samaritans**

Confidential service for anyone needing someone to talk to, available all day year round: www.samaritans.org

» **Registering with a Doctor**

If you haven't registered with a general medical practice yet: www.nhsinform.scot/care-support-and-rights/nhs-services/doctors/registering-with-a-gp-practice

7.2 Academic Support

◆ Programme Reps

Reps act as the link between the student body, ENSA, and the University. Each position is there to represent you, and they are the first point of call for any suggestions, comments or queries you have about your course: www.napierstudents.com/studentrepresentation/programmereps/

◆ Personal Development Tutor (PDT): <https://my.napier.ac.uk/your-studies/your-personal-development-tutor>

◆ Academic issues: <https://my.napier.ac.uk/your-studies/academic-issues>

7.3 Activities and things to do

- ◇ ENSA: www.napierstudents.com
ENSA supports a wide range of opportunities for students to get involved with including sports, societies, events and campaigns.
- ◇ Things to do in Edinburgh: www.timeout.com/edinburgh
- ◇ Events In Edinburgh: www.theskinny.co.uk/whats-on/edinburgh
- ◇ Visit Scotland: www.visitscotland.com

8. Data protection

Data protection is a serious business and guidelines must be strictly followed. Under the Data Protection Act (2018) and General Data Protection Regulation (2018) individuals are as responsible for the information they collect and store as organisations. As a Buddy Volunteer you have a personal responsibility to ensure you are compliant. This means all the contact information you receive from your Buddy should always remain confidential. You should not share any of their contact details of any kind (including Facebook name and mobile number) unless you have their consent. You will also need to let them know that you will not be sharing any information.

With regards to personal information, we do not expect you to share any more information with your Buddy other than your contact details. Please do not share bank details, passwords, personal account details etc. and do not allow your Buddy to disclose this information to you.

If you believe that there has been a data breach, you must let ENSA know straight away at dataprotection@napierstudents.com

