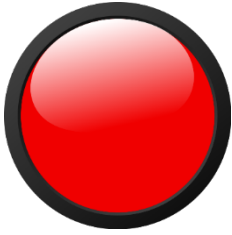


# Communicating with UTS supervisors

## Traffic light system

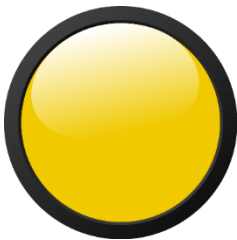


### **Code Red** – An emergency situation

#### **Action: Get in touch immediately by phone**

You should speak to both the School Coordinator AND your supervisor (over the phone) straight away about:

- A concern about the health & welfare of a student
- An incident or accident at your school
- An incident or accident travelling to/from your school
- There is no supervision at your school – *attempt to find a school staff member first and then contact UTS if none is found*
- You need to call in sick to your session with less than 24 hours' notice



### **Code Amber** – Notifying UTS of non-urgent situation

#### **Action: Send an email**

You should email your supervisor as soon as possible if:

- No students turn up at your session — *wait a reasonable amount of time, notify your School Coordinator that you are leaving, leave and email your UTS supervisor (you will still be paid for your session)*
- You are unwell and unable to do your shift that is more than 24 hours in the future – *please also contact your School Coordinator to notify them*
- Something is happening in your personal life that is impacting your capacity to work/do your role
- You need to debrief about your work – *email to book in time to see your UTS Supervisor*



### **Code Green** – General questions and notifications

#### **Action: Send an email or include in your Ambassador online reports**

Code Green is for things that you need support with but the need is not immediate (*i.e. you can wait up to a week for a response via email*), such as:

- General questions & resources
- Guidance with handling a situation at your school – *communication with teachers, lesson planning, student engagement, dealing with setbacks*
- Good news stories – *include in your Ambassador Report – these may include:*
  - Student progress – *“light bulb learning moments”, improvements in confidence, motivation, study skills and results*
  - Feedback from teachers – *comments about student engagement, improved grades & confidence, anything about the program...*
  - Your progress and development – *personal milestones / achievements, breakthroughs, discoveries*
  - Strategies / approaches that are working for you – *Student engagement, tutoring, group work, communicating with teachers*