



THE UNIVERSITY OF  
**WESTERN  
AUSTRALIA**

## Role Description: Student Central Volunteer

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- The Event:** **O-WEEK** Monday 18 February- Friday 22 February 2019  
**WEEK 1** Monday 25 February – Friday 1 March 2019
- Ambassadors need:** Enthusiasm, punctuality, and organisational skills
- Position Type:** Voluntary, UniMentors Only
- Time commitment:** Student Central Volunteers must attend an allocated briefing session and a shift. Shift rosters will be sent out via student email. Please check your student email regularly to confirm your shift availability.
- Scope of role:** Student Central Volunteers *will be required to:*
- Attend allocated briefing session
  - Report to Student Central (Administration side) at beginning of shift, sign in and collect Hi-Vis Vest at the front counters
  - Assist students to use the Student Central self service kiosk ticket system (Q-flow)
  - Direct students to Q-flow for queries you are unable to answer, help students select the right ticket
  - Direct students to School/Faculty Offices for on the spot course advice and enrolment (unit selection questions)
  - Direct students to Campus Card Collection Points
  - Direct students to find services located in Student Central such as Student Wellbeing, Careers Centre and Student Exchange help counter
  - Direct students to contact transition team if they have Orientation Queries ([transition@uwa.edu.au](mailto:transition@uwa.edu.au))
  - Assist students with basic Enrolment and CAS queries using the computers in Student Central

**Shift Allocation:** Students who attend the briefing session will be allocated a shift

**Recognition:** Volunteer hours will be recorded on student connect, CV references for actual shift attendance can be requested via [transition@uwa.edu.au](mailto:transition@uwa.edu.au)