



THE UNIVERSITY *of* EDINBURGH

Edinburgh Award (Information Services: Student Helpline Assistants)

This award is given to students whom the University has recognised for actively working to maximise their impact and excel as a Student Helpline Assistant. These students are in paid roles answering incoming phonecalls from IS, finance and income phonelines. Providing support to students, staff and external callers on various issues with a range of urgency and severity.

In successfully completing the Edinburgh Award, these students will have been helped to:

- increase awareness of their strengths;
- make the most of their strengths, identify areas for development, and work on a plan to develop these skills;
- confidently demonstrate what they have to offer to others;
- achieve a positive and lasting impact; and
- look not only at their role as a Student Helpline Assistant, but also to capitalise on their experiences elsewhere to inform and enhance their role as a Student Helpline Assistant, and vice versa