Guide for Course Representatives, discussing the role and responsibilities of a course rep and providing general guidelines on procedures and available services.
Many congratulations on being elected as a Course Representative! The Students’ Union and the University are very proud of the many ways in which we work in partnership together. The role of Course Representative is one of the key elements underpinning that partnership. As a member of a student-staff committee, or one of the other bodies within your department, you will play a really important role in helping to shape the learning experience for the students you directly represent and also for those who will come after you.

This coming year sees significant developments, both locally and nationally, which make it all the more important that we maintain an effective partnership. In the University we will be working on rolling-out the 2016-20 Learning Strategy along with a range of new projects such as Pathways, the new Peer Mentor Scheme and the revised Personal Tutor Scheme. On the national stage we will need to respond to a marked change in the HE landscape with the implementation of the Government’s White Paper on Higher Education, including the new Teaching Excellence Framework.

It is very important for departments to receive constructive feedback and to be able to discuss the issues raised by students and by staff in an open manner: having served as co-chair of a student-staff committee for a number of years, I know from personal experience how valuable those discussions can be and how important a role the Reps play.

I will look forward to meeting with you and your fellow Reps at one of the Course Rep Lunches in the near future, but in the meantime I really hope that you will enjoy your time as representatives and will find the role fulfilling and worthwhile.

All the best,

Jon Scott
PVC (Student Experience)
Congratulations on getting yourself elected to being a course rep for the 16/17 academic year!

You are joining us at a very exciting time and I hope you have an enjoyable and productive time within the role.

It is really great to put yourself out there and to tell students that you want to help them while on their courses.

The Students’ Union is here to help make your time as course rep as easy as possible, this includes organising specific events, forums and discussions for you as course reps to create positive changes to the experience of students. As your next Education Officer, will be working with you to implement the changes that you want.

If you ever have any questions or would like to come and have a chat with me about your role, feel free to visit me at any time and I will always be happy to help you out.

Enjoy your time as a course rep and I look forward to meeting you soon!

Alex Mitchell
Education Officer
WHAT IS A COURSE REP?

- A student representative, elected for the academic year to represent student views at course level at Student-Staff Committee (SSC) Meetings.

Course reps communicate student views to University and Students’ Union staff, with the aim to deliver change in their programmes.

- The first point of contact for students who have questions or concerns about their course.

It is your job to listen to the views of your course mates and raise them to University staff at SSC meetings, offering suggestions that could improve the Student Experience.

WHY IS IT IMPORTANT?

- You are the link between students and University staff

By informing the University of the current issues affecting students, you are ensuring that the University provides the best possible experience it can. You also play an important part in communicating any changes to students.

“...an opportunity to learn about the various facilities provided by the University and Students’ Union as well as to get involved in a number of projects”

Cintya Cabral de Sousa
First year Course Rep Law and Modern Languages,

“...you always know in the back of your mind that you’re helping shape the future of your course and student who will embark on it.”

Archit Kapil,
First year Departmental Rep, Senior LLB

“Not only can a Course Rep impact on their own department, but can also have a much wider impact on the University as a whole.”

Laura Bacon,
Final year, Psychology Course Rep
LAST YEAR COURSE REPRESENTATIVES SUCCEEDED IN OBTAINING THE FOLLOWING:

- Access to past assessments and feedback for final years
- Additional library resources (subject specific)
- Final year guides to facilitate successful progression
- Access to specific facilities for joint programmes' students
- Early release of module lists (optional modules)
- Ed advisors drop-in sessions at Brookfield
- New computers for a successful exam session
- Additional revision sessions accompanied by subject tutor
- Compulsory personal tutor sessions
- Recorded feedback on personal tutor sessions
- Year abroad for programmes that would facilitate from the experience
HOW THE COURSE REP EXPERIENCE BENEFITS YOU

1) The opportunity to develop a range of **transferable skills** including communication, organisation and leadership;

2) Access to a variety of Union **training sessions and workshops** to boost your skill set and employability;

3) The chance to make a lasting impact on the student experience, through SSCs and other University **focus groups**.

COURSE REP RESPONSIBILITIES

To be a good Course Rep, there’s a few essential steps you need to take. These ensure you’re fully prepared for the role and are aware of the support on offer to you:

- **✓ Attend course rep training sessions (in-house and online)**
- **✓ Identify issues affecting students on their course**
- **✓ Attend and participate in SSC meetings**
- **✓ Liaise with fellow Course Reps in your department, and the Students’ Union to discuss matters affecting students**
- **✓ Refer students with individual or personal issues to the appropriate service in the University or Students’ Union**
ENGAGING STUDENTS

It is also vital for you to talk to the students you represent, to raise their issues and concerns at SSCs. You can do this in a variety of different ways, including:
- In person, e.g. lecture shout outs, running drop in sessions, informal discussions
- Via email
- Using online forums e.g. on Blackboard or social media
- Polls and short surveys to assess student opinion on key issues.

RAISING MATTERS IN SSC’S WHAT IS APPROPRIATE?

As a Course Rep, it is possible you may encounter a student query that is not appropriate for you to bring up at a Student Staff Committee (SSC) or deal with yourself. Below is a handy list of issues that are within your remit, and those that you should refer to another member of staff or support service. A comprehensive list of the appropriate support services is available online.

<table>
<thead>
<tr>
<th>YOU CAN HELP WITH:</th>
<th>YOU CANNOT HELP WITH:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Issues that affect a number of students</td>
<td>Issues that affect an individual student, refer them instead</td>
</tr>
<tr>
<td>Teaching style &amp; resources (e.g. accessibility of a lecture theatre)</td>
<td>Allegations of bullying and/or harassment</td>
</tr>
<tr>
<td>Study resources (e.g. availability of library resources)</td>
<td>Issues regarding particular staff members</td>
</tr>
<tr>
<td>Evaluating course content and structure</td>
<td>Issues regarding housing, finance and budgeting or immigration</td>
</tr>
<tr>
<td>Assessment and feedback</td>
<td>Issues regarding individual student health and wellbeing</td>
</tr>
</tbody>
</table>

If you need further guidance, please contact Elena Boaru (Development Coordinator – Academic) (edb6@le.ac.uk) or Alex Mitchell (Education Officer) (am879@le.ac.uk). We are here to support you, and urge you to contact us if you experience an issue outside your remit or you are simply unsure on how best to proceed.