

BCUSU

Representation System

Academic Staff Handbook

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The Representation System

The Importance of the Representation System

The Student Representation System at BCU is a partnership between BCUSU and the University. It is there to ensure that students are able to provide feedback on their experience and staff and students are able to effectively resolve any student issues in the most collaborative and effective way possible in the shortest amount of time.

This is primarily achieved through two sets of students, Course Reps (Course Level) and School Reps (School level), who act as a bridge between the students and the staff on any feedback issues around the course.

The System is beneficial for the University as it ensures changes are regularly made that improve the student experience, which should hopefully reflect favourably in the responses to the National Student Survey (NSS) and Postgraduate Taught Experience Survey.

Principals of the Representation System

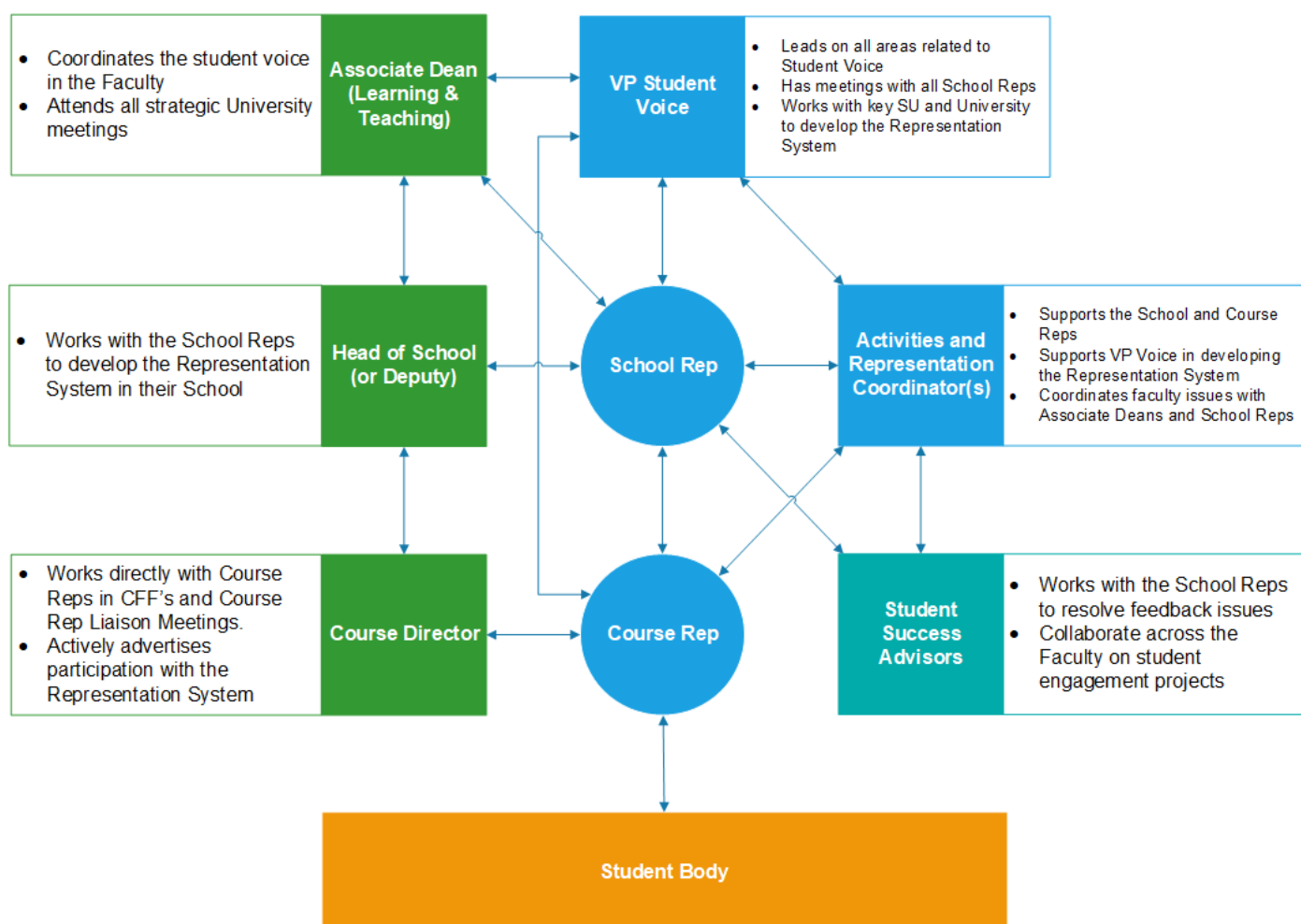
- The BCUSU Representation System is managed by BCUSU in partnership with Birmingham City University, it should be adhered to across all courses on offer at the University.
- The purpose of the Representation System is to facilitate student feedback on course issues and the wider student experience, supporting action on issues and highlighting best practice across the University.
- All students should have the opportunity to participate in the Representation System directly as well as through Course and School Reps.
- The Representation System should allow for flexibility in feedback mechanisms for each course in the faculty, provided that feedback meetings are frequent, inclusive, accessible and act as a vehicle for dialogue between staff and students.
- The Representation System should ensure a high level of communication between everyone involved in the system with a particular emphasis on providing students with updates of how student feedback is being acted upon.
- Feedback mechanisms should feed into all relevant communication channels up and down the University governance structure to amplify the experience of students for all stakeholders ensuring accountability and allowing for scrutiny and oversight.

Representation System Best Practice Guidelines

- There should be a minimum of one Course Representative per year, per course. Courses may wish to have more than this, particularly for larger courses where one Course Rep per year of the course may not be sufficient to ensure adequate representation for all students, with the target of one Course Rep for every 20 students.
- There will be a School Representative for each department/school. They will coordinate their Course Reps to collect feedback from all courses within a school, and relay this to the Heads of Schools and Associate Deans (Student Learning Experience and Academic Quality).

- The Associate Deans will meet regularly with their School Reps to develop an effective partnership approach to delivering student voice initiatives.
- Two School Rep from each school (or institute) in the faculty should be invited to the FLTAQ meeting.
- A faculty wide “Student Voice Council” where all Course and School Reps can come together with GSSAs and the Associate Dean is an effective supplementary feedback mechanism that complements the formalised feedback structures.
- Members of the Activities and Representation Team (ART) in the Students’ Union should be regularly invited to Student Voice Council meetings on a faculty level.
- Graduate Student Success Advisors and School Reps should aim to work in partnership in order to increase the effectiveness of student voice activity across the school and faculty.
- All documentation related to the Representation System including newsletters and feedback system working documents should include University and BCUSU branding.

The Representation System



Your Course Reps

Course Reps are at the heart of the feedback system. Their role is at the cohort level as a volunteer gathering feedback from other students and delivering it to the staff either informally or through the Course Feedback Forums.

Course Reps will primarily be accountable to Course Directors and School Reps. They will be expected to report on student feedback they have collected at Course Feedback Forums. When resolutions or updates to key issues are discussed during Course Reps Liaison Meetings it is the responsibility of Course Reps to report this back to students.

Course Directors and relevant staff are expected to have regular contact with their Course Reps, supporting them with specific issues on their Course. Staff and Reps should establish the most effective frequency and format this contact takes according to the needs of students and structure of the Course.

Minimum Expectations

- Work with staff to arrange Course Feedback Forums.
- Participate in Course Feedback Forums and chair the meeting.
- Motivate and encourage students to participate in the Forums.
- Contribute to Course Reps Liaison Meetings.
- Consult with students to gather the views and feedback of students within their Course and feed back the results of any meetings attended.
- Regularly add and update Faculty Teams planner with student feedback.
[ADM](#) - [BLSS](#) - [CEBE](#) - [HELS](#)
- Build relationships with the Course Director, Administrator and Students on their Course.
- Feedback the progress on issues to the wider student body.
- Liaise with BCUSU about their work as a Course Rep and complete training.
- Promote wider opportunities for students across the University and BCUSU such as Graduate+

Level of Commitment

Commitments will be spread throughout the year and Course Reps should typically expect to spend a minimum of 8 hours per month in this role, although there may be busy or quiet periods depending on their Course timetable and meetings.

All Course Feedback Forum dates should be arranged through negotiation between Course Reps and relevant staff to ensure as many students as possible are able to attend. BCUSU recognises that University studies should come first, and Course Reps will never be expected to do anything that may hinder their academic success.

Non-final year Course Reps are expected to spend a full academic year in office, fulfilling their responsibilities until a new recruitment period is held. They will then have the option of putting themselves forward again or standing down.

Your School Reps

School Reps coordinate their Course Reps within their Schools, they also work within their School and Faculty with senior staff to enact change and contribute to the life of the school through various projects and campaigns.

School Reps are entitled to a £500 bursary each, supplied by their faculty, paid in 2 £250 instalments across the year.

School Reps will primarily be accountable to Heads of Schools, Associate Deans (Student Learning Experience and Academic Quality) and the Activities and Representation Coordinator for their faculty in BCUSU.

When resolutions or updates to key issues are discussed during School Learning Teaching Academic Quality Committees, the School Reps will be responsible for reporting this back to Course Reps.

Heads of Schools and Associate Deans (Student Learning Experience and Academic Quality) should support School Reps, meeting with them regularly and ensuring they feel comfortable prior to attending University meetings. School Reps may also communicate with Course Directors across their School to mediate and assist with issues raised by their Course Reps if required.

Minimum Expectations

- Communicate with Course Reps to collect School-wide feedback.
- Attend School Learning Teaching Academic Quality Committees and other relevant meetings.
- Build relationships with Heads of Schools and Associate Deans.
- Feedback the progress on issues to the wider student body, mainly through the use of Course Reps.
- Regularly add and update Faculty Teams planner with student feedback.
[ADM](#) - [BLSS](#) - [CEBE](#) - [HELs](#)
- Liaise with BCUSU about their work as a School Rep and complete training.
- Engage with the Ideas Board where appropriate.
- Complete two School Rep Reports.
- Attend School Rep Forums and communicate successes and issues with VP Student Voice.

Level of Commitment

The level of commitment expected from School Reps is spread throughout the year. School Reps should typically expect to spend a minimum of 16 hours per month in this role, although there may be busy or quiet periods depending on timetables and meetings. BCUSU recognises that University studies should come first, and School Reps will never be expected to do anything that may hinder their academic success.

School Reps are expected to spend a full academic year in office, fulfilling their responsibilities until this year ends. When applications for the next academic year open, current School Reps continuing their studies have the opportunity to reapply for the role.

School Reps are expected to complete two School Rep Reports and communicate with BCUSU on a regular basis, this will be used to assess their eligibility for each bursary instalment.

Working with Course Reps

School Reps should regularly consult with the Course Reps from Courses within their School, discussing feedback from these Courses. It is their responsibility to instigate and arrange consultation opportunities. School Reps should ensure Course Reps are uploading feedback to the relevant Faculty Teams Feedback Board correctly and as frequently as necessary. School Reps will then collate this information, identify themes that occur across multiple Courses within their School and take this feedback to School Learning Teaching Academic Quality Committees. They should also feedback the outcomes of discussions to their relevant Course Reps and to the wider student group.

Recruiting Reps

Course Directors and Heads of School are expected to ensure that the opportunity to become a Course Rep or School Rep is promoted to all students within their area of responsibility.

BCUSU will make relevant University staff aware when recruitment for School and Course Reps is being undertaken and provide up to date advertising materials for staff to utilise in lectures, emails, or Moodle content as they see fit.

Course Reps

At the beginning of the Academic Year students should be informed by BCUSU, their School Rep, their Course Director, and other Academic Staff about the voluntary opportunity to become a Course Rep.

To ensure students can be adequately represented, staff should be aiming to recruit at least 1 Course Rep in each cohort group and 1 additional rep for every 20 students above 30 in total.

Cohort Size	Minimum Course Reps Required
≤ 49 students	1
50 students	2
70 students	3
90 students	4
110 students	5

There is no upper limit to the number of Course Reps that can be appointed for any given cohort, however Course Directors must ensure they are prepared to support the number of Course Reps they choose to have for their cohort.

Applying Online

In order to apply to be a Course Rep, students must inform their Course Director and nominate themselves online via the [Students' Union Website](#).

Course Reps can expect to receive communication from Students' Union Reception regarding training and giving access to the Course and School Rep Teams Group after signing up via the [Students' Union Website](#).

Law Course Rep Elections

The LLB Law courses undertake a democratic process for appointing their Course Reps, agreed by BCUSU. Candidates are asked to write a short manifesto to be posted to Moodle for students on the course to vote on anonymously. Any students elected via this process must still register themselves as a Course Rep via the [Students' Union Website](#).

Students *must* register as a Course Rep via the [Students' Union Website](#) in order to receive important training and support information, and be catalogued on the database of Course Reps so that they appear on the 'Find my Rep' section of the BCUSU website.

Lists of current Course Reps are made available to staff via the [BCU Rep Lists Teams Group](#).

If at any time a vacancy becomes available due to the removal or resignation of a Course Rep, Academic Staff will be notified of the vacancy as appropriate to advertise and recruit students as previously outlined.

School Reps

As the role is a paid position, School Reps are appointed via an interview or election process. Both recruitment and elections are conducted prior to the start of the new Academic Year, usually after the Spring/Easter holiday.

Students should be informed by BCUSU, their current School Rep, their Course Director, and other Academic Staff that applications and nominations for School Rep positions are available.

It is a requirement for applicants to have served as a Course Rep in the previous Academic Year, Course Directors and Heads of School should encourage successful and engaged Course Reps to apply for the role.

To ensure Course Reps are adequately supported, we recruit for 1 or 2 School Reps per School or Institute depending on size.

Faculty of Art, Design, and Media		School Reps
Royal Birmingham Conservatoire	Music	1
Royal Birmingham Conservatoire	Acting	1
Birmingham Institute of Creative Arts	Art	1
Birmingham Institute of Creative Arts	Games, Film, and Animation	1
Birmingham Institute of Creative Arts	Visual Communication	1
Birmingham Institute of Jewellery, Fashion, and Textiles	Fashion and Textiles	1
Birmingham Institute of Jewellery, Fashion, and Textiles	Jewellery	1
Birmingham Institute of Media and English	English	1
Birmingham Institute of Media and English	Media	1
School of Architecture and Design	Architecture and Design	1

Faculty of Business, Law, and Social Sciences		School Reps
Birmingham City Business School	Accounting	1
Birmingham City Business School	Business	2
Birmingham City Business School	Marketing	1
School of Law	Law	2
School of Social Sciences	Criminology	1
School of Social Sciences	Psychology	2
School of Social Sciences	Sociology	1

Faculty of Computing, Engineering, and the Built Environment		School Reps
School of Computing and Digital Technology	Cloud Computing	1
School of Computing and Digital Technology	Enterprise Systems	1
School of Computing and Digital Technology	Cyber Security	1
School of Computing and Digital Technology	Digital Media Technology	1
School of Engineering and the Built Environment	Built Environment	1
School of Engineering and the Built Environment	Engineering	2

Faculty of Health, Education, and Life Sciences		School Reps
School of Education and Social Work	Education	1
School of Education and Social Work	Social Work	1
School of Health Sciences	Allied Health	1
School of Health Sciences	Biomedical	1
School of Health Sciences	Sport	1
School of Nursing and Midwifery	Midwifery	1
School of Nursing and Midwifery	Nursing (Jan)	1
School of Nursing and Midwifery	Nursing (Sept)	2

Regular Recruitment

School Reps across the University are recruited via an application and interview process.

Applications will open via the [Students' Union Website](#), students are then asked to complete a short survey giving them the opportunity to tell us why they should become School Rep.

Applicants are then shortlisted by the Activities and Representation Team and the successful students invited to interview with the relevant ART Coordinator for their faculty, the Vice President Student Voice or suitable alternate Executive Officer, and the relevant Student Success Advisor for their School.

Final decisions regarding the selected School Reps will be made by BCUSU's Executive Officer Team.

All interviewed applicants will receive communication from their relevant ART Coordinator regarding the outcome of their application, and successful applicants will receive further communication from Students' Union Reception regarding training and onboarding process.

Conservatoire Elections

The Royal Birmingham Conservatoire (RBC) elects 2 School Reps, one for Music and another for Acting, these elections are facilitated by BCUSU. These roles are elected in order to meet eligibility criteria for the student panel of [Conservatoires UK](#). This elections process was developed with RBC and BCUSU and passed via the Student Voice Committee.

The elections are split into 2 parts, nominations and voting. BCUSU will inform relevant Academic Staff of the election dates to allow them to advertise the opportunity to their students.

Only students enrolled on an RBC course for the upcoming Academic Year are eligible to stand for election. Students wishing to stand in the election should submit their details and a short manifesto via the [Students' Union Website](#) by the appointed deadline during the nominations period.

Voting will then open for the appointed period via the BCUSU website. Only students currently enrolled on RBC courses are eligible to vote. At the end of the voting period, the votes will be counted and confirmed by BCUSU, and students and staff notified of the elected candidates.

Elected candidates will then receive communication from Students' Union Reception regarding training and onboarding process.

Lists of current School Reps are made available to staff via the [BCU Rep Lists Teams Group](#).

If at any time a vacancy becomes available due to the removal or resignation of a School Rep, Academic Staff will be notified of the vacancy as appropriate to advertise the position and application or election process.

Recruitment Best Practice

The more communicative staff can be with their cohorts about the benefits of the Representation System the better. When students are aware of how good representation will support their academic success, the more likely it is students will put themselves forward and engage with the Course Reps in post.

BCUSU will share promotional materials to support staff in recruiting Course Reps and advertising School Rep applications. It is recommended that Course Directors show these materials during classes and sessions at the beginning of the year, post them on Moodle, or distribute them to their students in other ways to ensure all their students are aware of the opportunity.

BCUSU encourages School Reps to attend preliminary lectures to promote the Representation System and encourage students to sign up to be Course Reps, it is recommended that staff support School Reps in doing this as much as possible. Staff are welcome to contact their relevant School Rep to organise the Reps coming into their classes to speak if the Rep has not already reached out.

If a student needs further information about the Representation System or becoming a School or Course Rep, please direct them to <https://www.bcusu.com/student-voice/representation/>. Vice President Student Voice, BCUSU Reception, and the Activities and Representation Coordinators are available to answer any student questions about becoming a Course or School Rep.

Training

BCUSU lead on training for the Course and School Reps. BCUSU will inform Reps of the dates of their respective training sessions. Training sessions are tailored to provide the Reps with the skills and highlight the qualities they will need to be successful in their respective roles.

The training covers a variety of areas including leadership, Student/Staff relationships, responsibilities, governance, and advocacy. On top of this we give an overview of the Students' Union and what services and support we provide to students.

Training is primarily conducted in person with the ART Coordinators, all training materials are made available to Reps via the BCU Course and School Rep Teams group and the BCUSU website.

Course Reps

Training for Course Reps is undertaken once the new Academic Year has commenced, usually around October/November.

Training is conducted per faculty to allow the Reps to build relationships and create connections across courses. The relevant faculty School Reps are also invited to attend the sessions to encourage building good working relationships between Reps.

Sessions for Course Reps ordinarily take around 2 hours and is required by all new and returning Course Reps.

We will also provide support and guidance to Course Reps in relation to specific issues in Higher Education or events at the University.

School Reps

Training for School Reps is primarily undertaken in early September prior to the start of the new Academic Year, with a preliminary induction training session taking place after recruitment in late Spring.

Induction sessions usually last around 1 hour, however full September training sessions are full-day programmes. Attendance at the full sessions is required for all new and returning School Reps.

BCUSU will also provide support, guidance, and developmental training throughout the year. Supplementary training may be required throughout the year to address changes to the Representation System, University, or internal processes.

Feedback

Reps are encouraged to explore numerous methods of gathering feedback from their peers and should be formulating unique methods of feedback and opinion gathering based on the how the students in their cohort engage most effectively.

Staff should support and assist Reps in collecting feedback where requested by the Rep; for example allowing a Course Rep to use the break in a lecture to discuss a topical issue with students in the class, facilitating posts on the cohort Moodle page for feedback gathering forms, or assisting with informing students about upcoming meetings with their Reps. Staff members should not obstruct the collecting of feedback by Reps, if there are concerns about the conduct of a Rep the [complaints procedure](#) should be followed.

Teams Group Faculty Feedback Boards

The [BCU Course and School Rep Teams group](#) is the primary tool for Reps to collate the feedback they have received from students.

Each Faculty has their own channel in the group with a task board where new and existing pieces of feedback are to be posted and tracked. School and Course Reps are responsible for ensuring their task cards are kept up to date and filed appropriately.

The faculty feedback boards are used as the basis for School Rep Forums and Course Feedback Forums.

A number of BCUSU staff have access to this Teams group, which includes the Reception staff, Activities and Representation Team, Research Coordinator, Engagement and Marketing managers, and the full Executive Officer team. Student Success Advisors also have access to the group, alongside some University support staff such as Library staff. Academic staff may request access to the Teams group if they feel it will be beneficial to their relationship with their Reps and allow them to better respond to student issues.

Reps are reminded to keep all feedback factual and constructive, however if there are concerns regarding feedback posted by a Rep the [complaints procedure](#) should be followed.

Receiving and Responding to Student Feedback

Staff should receive all feedback in a positive manner and inform students of the outcomes of their feedback and discussions. Staff should utilise their Course and School Reps to feed information back to their students, as well as tools such as Moodle and in-person opportunities during classes.

In order to ensure student feedback is respected by being acknowledged in a timely manner, it is recommended that staff acknowledge student feedback within 2 working days, unless they are out of office. It is also recommended that staff complete any changes agreed upon as a result of feedback they have received within 20 working days.

Feedback received from students, including action plans agreed at Course Rep Liaison meetings and School Learning and Teaching Academic Quality Committees, should be used in quality assurance and enhancement processes.

The Feedback Journey

Whenever a student has a piece of feedback, it begins the process of entering the Representation System to be resolved. It is critical that every stage of the process within the system is functioning correctly to ensure the student voice is not lost and is respected by being handled in a timely and appropriate manner. Ensuring that this process can operate effectively also allows us to give students the confidence that the issues and concerns that matter to them the most are being addressed, and that they can work towards a resolution that benefits all students.

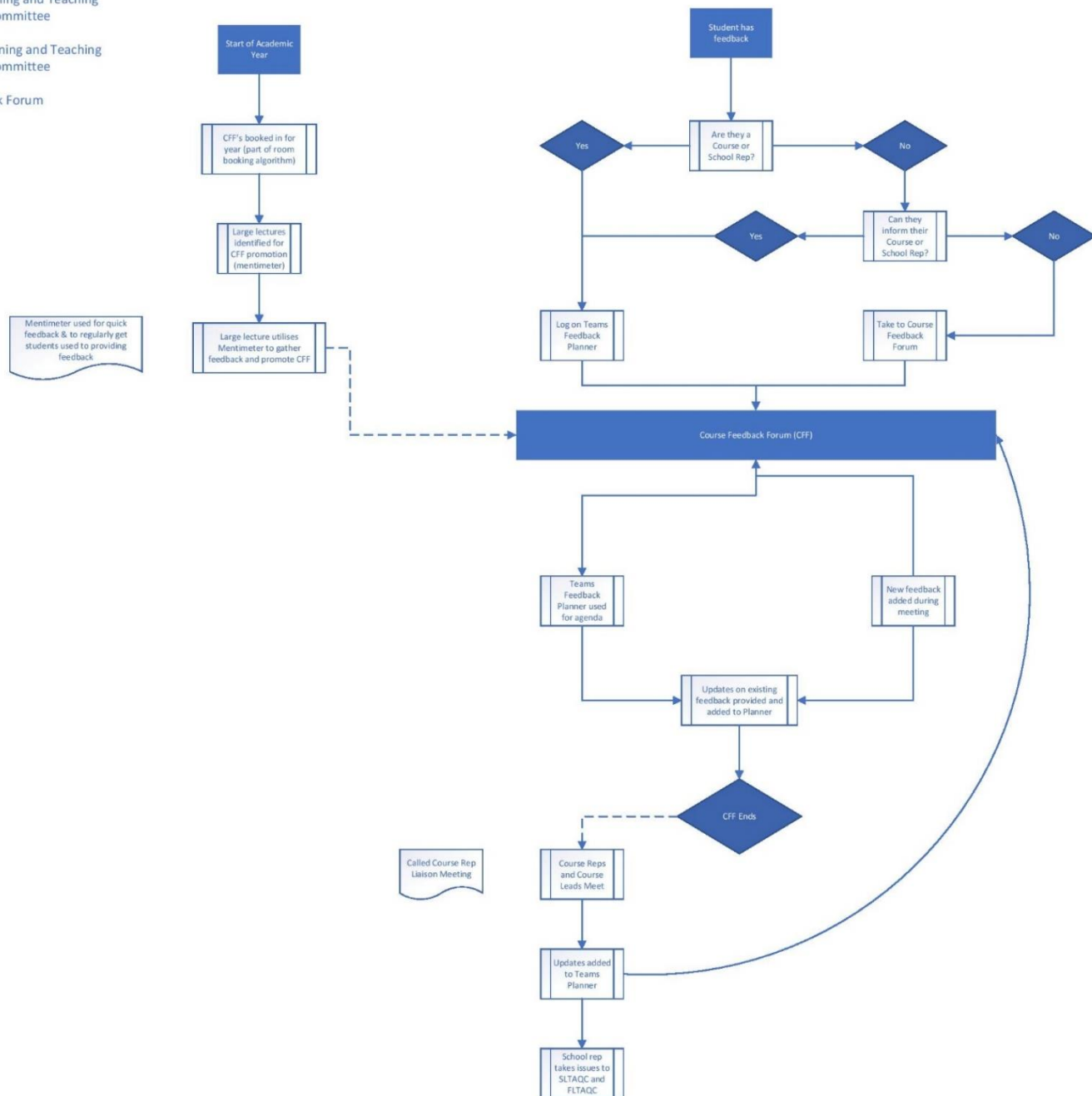
The following diagrams demonstrate how a piece of feedback flows through the system; from a student raising an issue at their Course level, and then the management and higher-level escalation expected from School Reps.

Student Feedback Flowchart

SLTAQC – School Learning and Teaching Assessment Quality Committee

FLTAQC – Faculty Learning and Teaching Assessment Quality Committee

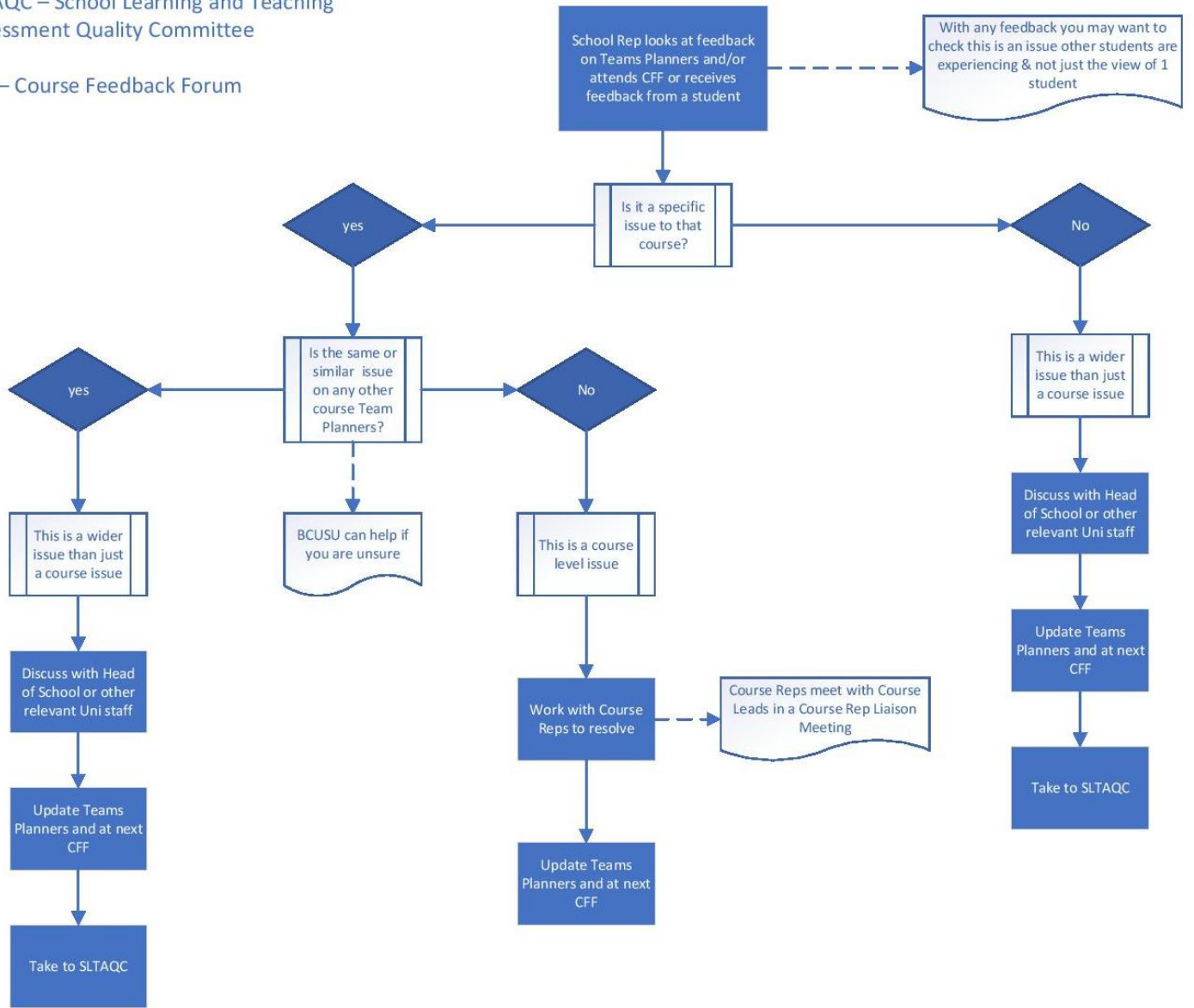
CFF – Course Feedback Forum



School Rep Feedback Flowchart

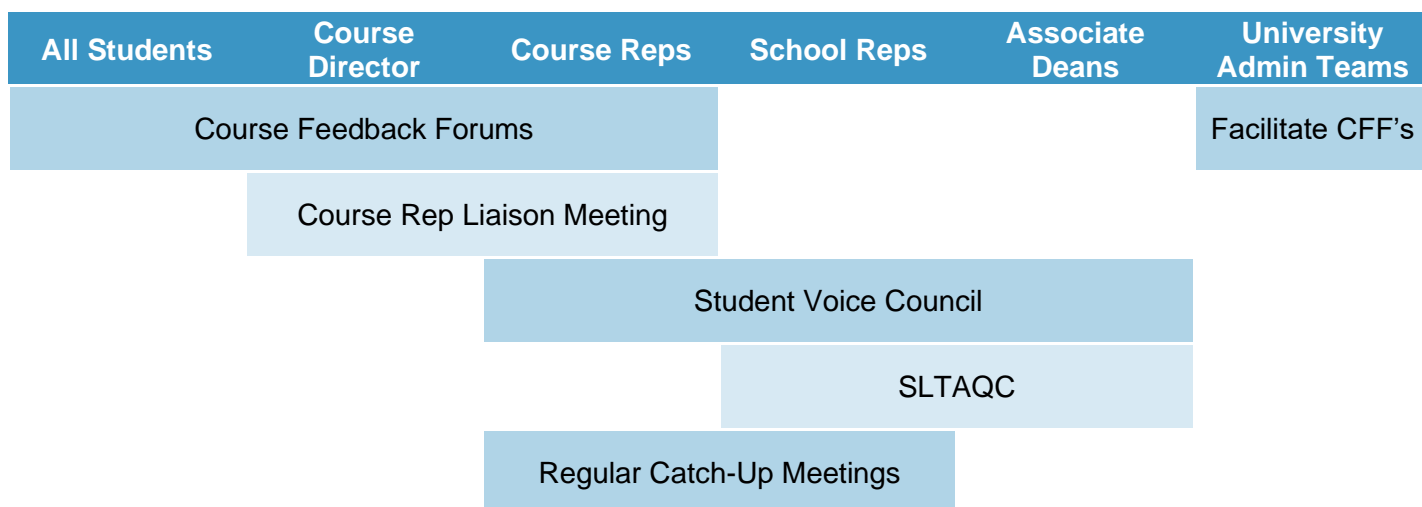
SLTAQC – School Learning and Teaching Assessment Quality Committee

CFF – Course Feedback Forum



Meetings and Councils

Meetings Overview



Meeting	Frequency	Organiser	School Rep	Course Rep
Course Feedback Forum	At least twice per semester	Course Admins	✓	✓
School Learning Teaching and Quality Committee (SLTAQC)	Three times per Year	School Office	✓	
Faculty Learning Teaching and Quality Committee (FLTAQC)	Three times per Year	Faculty Office	✓	
Student Voice Council	Once or twice per Semester	School Reps / SSA's / Associate Dean	✓	✓
School Rep Forums	Once per month	Students' Union (VP Voice)	✓	
Course Rep Catch-up	At least once per month	School Rep	✓	✓
Course Rep Liaison	At least once per month	Course Admins		✓

Student Attendance, Reasonable Adjustments, and Best Practice

Course and School Reps have the right to attend any meetings relating to their role in order to represent the voice of students.

Where the scheduling of meetings may conflict with timetabled teaching, Reps wishing to attend the meeting must send their apologies to the affected tutor within a reasonable time frame. Tutors are expected to make reasonable adjustments for these students, for example providing lecture slides or recordings to enable to student to catch up on missed lecture content.

If a member of staff has not received apologies within an appropriate time frame, or at all, the relevant informal [complaints procedure](#) should be followed.

Meetings should be held in person where possible, making reasonable adjustments for students who may need to attend virtually. Best practice is for meetings to be held after 5pm, but consideration should be made for students needing to attend lectures after hours.

Students should be encouraged to attend and actively participate in meetings. Consideration should be taken to finding appropriate methods of encouraging attendance to ensure a wide range of student opinion can be offered in the discussion. In order to ensure as many students as possible can attend, meeting invitations should be sent to students at minimum 4-6 weeks prior to the meeting date, giving students ample time to adjust their schedules.

Course Feedback Forums

Course Feedback Forums are to identify course-related issues impacting on the student learning experience and recommend resolution or further consideration at the Course Rep Liaison Meeting. They should also provide a forum for non-academic, pastoral issues, as well as identify areas of good practice and achievement in the department.

Frequency: Once per Term

Meeting Organiser: Course Admins

Key Attendees: All Students on the Course, Course Reps, Course Director, Course Admins, School Rep (optional), Head of School (optional)

Actions for Reps

- A Course Rep will act as Chair of the Forum, they may defer this to the Course Director if they wish.
- Course Reps should ensure the Forum provides a student-friendly environment, where students feel comfortable and confident discussing their learning experience and collaborate creatively with staff to resolve problems.
- Course Reps should come prepared with feedback and detail from their Faculty Teams Feedback board to use as the basis of the discussion.
- Course Reps should ensure the Teams Feedback Board is updated appropriately with new feedback given at the meeting, and any updates on existing issues, ensuring relevant Reps and staff members are assigned to each task.

Actions for Staff

- Dates for meetings should be included in the Central Room Booking Algorithm for each semester. If this is not possible, Course Admins should book Course Feedback Forums at the beginning of each semester, ensuring an invitation is sent out to students via their Outlook Calendar, and any other appropriate means at least 4-6 weeks prior to the meeting.
- Identify key lectures in which to promote upcoming Course Feedback Forums and encourage attendance.
- Course Leader may act as Chair of the Forum if requested by the Course Rep(s)
- The Course Admin will act as Secretary to the Forum, and assist with general arrangements for the forum, and support Course Reps and Course Leader with updating issues and resolution progress on the Teams Feedback board.
- The Course Director should work with the Course Rep to ensure the Forum provides a student focussed, student-friendly environment, where students and staff can creatively collaborate to resolve issues.
- Staff should ensure paperwork for the Forum is kept to a minimum, if papers are required these must be distributed to students at least 5 working days before the forum via an appropriate method (Email, Moodle, etc.).

Key Resources

[Terms of Reference](#)

Course Rep Liaisons

The purpose of Course Rep Liaisons is to agree actions arising from the Course Feedback Forum, create accountability between the student and staff leadership teams and to ensure effective feedback to students and staff. Course Rep Liaisons should be held as soon as possible after a Course Feedback Forum in order to effectively discuss issues and actions needed.

Frequency: Once per term, held after a Course Feedback Forum

Meeting Organiser: Course Admins

Key Attendees: Course Director, Course Admins, Course Reps, School Rep (optional)

Collaborative Actions

- Course Director, Course Reps, and Course Admins should review the issues raised and notes taken from the Course Feedback Forum and decide:
 - What are the high priority issues?
 - What can be dealt with immediately?
 - What needs to be reported elsewhere?
 - What needs further investigation?
 - Who will do this?
 - When?
 - Expected timescale for response.

Actions for Reps

- Notes and updates to issues should be put on the Teams Feedback Board.
- Course Reps should ensure their School Rep is assigned to items on the Teams Feedback Board that need to be raised at the next SLTAQC.

Actions for Staff

- Actions agreed upon should be assigned to relevant staff members on Teams Feedback Board or passed to relevant colleagues outside of the Course. Where a staff member cannot be assigned via the Teams Feedback Board, staff should utilise email ensuring that the Course Rep is CC'd or sent a copy of the message for accountability.

Student Voice Councils

Student Voice Councils bring together Reps to discuss Faculty-specific issues. It is best practice to use the Councils as an opportunity to host relevant speakers from across the University to bring key updates to the Reps that affect the student experience.

Frequency: 3 – 4 times per year

Meeting Organiser: Faculty Student Voice Council Working Group

Key Attendees: All Course and School Reps, Vice President Student Voice, Vice President Academic Experience, Student Success Advisors, Heads/Associate Heads of School, Associate Deans (Learning and Teaching)

Actions for Reps

- Raise relevant Faculty issues from the Teams Feedback Board.
- Be prepared to discuss resolutions to issues, improvements, and initiatives for the Faculty.

Actions for Staff

- Prepare and present any relevant agenda points or AOB.
- Be prepared to discuss resolutions to issues, improvements, and initiatives for the Faculty.
- The Associate Dean (Learning and Teaching) will act as Chair of the Council, with the option to appoint a nominee in their stead.
- An appropriate staff member should act as Secretary to the Council, ensuring meeting minutes are kept and distributed, and support School Reps with updating issues and resolution progress on the Teams Feedback board.

Collaborative Actions

A Student Voice Council Working Group should form for each Faculty, made up of School Reps, Associate Deans, Heads of School, SSA's, and BCUSU Executive Officers. The group should meet on a regular basis to:

- Agree upon and deliver the meeting agenda, utilising the Teams Feedback Board for the Faculty.
- Agree upon which staff member should act as Secretary to the Council.
- Discuss and implement a social or entertainment element to the meeting to keep students engaged and encourage attendance, eg. running a short quiz or provide refreshments.
- Agree upon a date for the meeting.
 - Staff members should ensure an invitation is sent out to Course Reps via their Outlook Calendar, and any other appropriate means at least 4-6 weeks prior to the meeting.
 - School Reps should advocate for students who may need a remote option or highlight conflicts with timetabling or other student activity with proposed meeting dates.
 - School Reps should also ensure the meeting date is communicated out to their Course Reps via Teams, Social Media, or any other appropriate channel they utilise with their Reps.
- Agree upon an appropriate location for the meeting.
 - Staff members should ensure a suitable room has been booked.
 - School Reps should ensure to advocate for students who may have access requirements, or require reasonable accommodations due to commuting etc.

School Learning and Teaching Quality Committee (SLTACQ)

School Learning and Teaching Quality Committees assess teaching quality and improvements across the School, identify changes to the course portfolio, discuss and take action on student feedback at the School level, and identify best practice and curriculum modification to raise at FLTAQC.

Frequency: At least 3 times per year

Meeting Organiser: Committee Secretary

Key Attendees: Associate Dean (Learning and Teaching), Head of School, Department Heads, Course Directors, School Head of Course Oversight, Faculty Senior Quality Assurance Officer, Assessments and Awards Leader, School Rep.

Actions for Reps

- One School Rep should attend the Committee, in the case of Schools with multiple Reps they should decide among themselves who will attend.
- School Reps should come prepared with feedback from the Teams Feedback Board for their School to raise during relevant points of discussion.

Actions for Staff

- As much as possible, Heads of School and Course Directors should advocate for the School Rep attending the meeting and encourage them to provide their input and relevant feedback from the Faculty Teams Feedback Board during the discussion.
- Please refer to [SLTAQC Terms of Reference](#) for further staff actions.

Faculty Learning and Teaching Quality Committee (FLTAQC)

Faculty Learning and Teaching Quality Committee oversees the Faculty portfolio, assesses academic quality and student experience at Faculty level, consider and take action on student feedback at the Faculty level, and oversee other critical Faculty processes and issues.

Frequency: A least 3 times per year

Meeting Organiser:

Key Attendees: Pro-Vice-Chancellor, Executive Dean, Associate Deans (Learning and Teaching), Heads of Schools, Director of Faculty Admin, Heads of Course Oversight, Library Staff, IT Staff, Education and Development Staff, Central Quality Assurance Manager, at least two School Reps.

Actions for Reps

- At least two School Reps should attend the Committee, School Reps can decide among themselves who will attend, and it is recommended that Reps with prominent issues or pieces of feedback at the time attend the meeting.
- School Reps should come prepared with feedback from the Teams Feedback Board for all Schools to raise during relevant points of discussion.

Actions for Staff

- As much as possible, Heads of School and Course Directors should advocate for the School Rep attending the meeting and encourage them to provide their input and relevant feedback from the Faculty Teams Feedback Board during the discussion.
- Please refer to [FLTAQC Terms of Reference](#) for further staff actions.

Faculty Specific Meetings

Faculties are welcome to tailor their approach to engaging with their Course and School Reps however they deem appropriate outside of the standard set of meetings previously outlined. Any additional meetings or structures Faculties or Schools choose to implement should be reported to the relevant Activities and Representation Coordinator for the faculty in order for BCUSU to keep accurate records or provide support as appropriate. If required, changes should also be taken to the Student Voice Committee for review.

Working with the Students' Union

Students' Union Reception

Students' Union Reception is the first point of contact for Course and School Reps requiring support from BCUSU. The Reception team are accessible via email, and in person at the Reception desks at Curzon and Seacole.

Reception are able to signpost Reps to BCUSU and University services, as well as referring them to relevant members of staff such as their Activities and Representation Coordinator. They are also able to offer additional support services to Reps such as room bookings for meetings.

The Reception team administrate the [BCU Course and School Rep Teams group](#) on behalf of the Activities and Representation Team, adding and removing members when required and answering any questions Reps may post in the group. They are also able to assist Reps with administrative tasks and provide any support required for maintaining the BCU Course and School Rep faculty feedback boards.

The Reception team are also responsible for maintaining and updating the current lists of Course and School Reps in the [BCU Rep Lists Teams group](#). Queries or discrepancies with these lists should be raised with the BCUSU Reception Team in the first instance.

Activities and Representation Coordinators

Each faculty has a designated Activities and Representation Coordinator. Their role is to recruit, train, and support the Course and School Reps in their given faculty.

The relevant ART Coordinator should be the first point of contact for staff members who have questions or concerns about a Rep or the Representation System.

The ART Coordinator will have regular 1-2-1 contact with School Reps, provide pastoral and developmental support, and can release BCUSU budget to School Reps to enable them to provide refreshments at their feedback meetings with Course Reps and students.

Faculty	Coordinator	Email
Arts, Design, and Media	Dan Richards	dan.richards@bcu.ac.uk
Business, Law, and Social Sciences	Fran Fell	francesca.fell@bcu.ac.uk
Computing, Engineering, and the Built Environment	Sophie Reynolds	sophie.reynolds2@bcu.ac.uk
Health, Education, and Life Sciences	Beth Eyre	beth.eyre@bcu.ac.uk

Executive Officers

Our Executive Officer Team is made up of 5 elected students in full-time paid positions. Their role is to represent students and their academic interests in order to improve the student experience. Officers sit on high-level University governance meetings such as Student Voice Council and the Academic Board to bring the student voice to decisions and policies that can impact thousands of students such as timetabling and attendance monitoring.

Vice President Student Voice

The Vice President Student Voice leads on all areas relating to the Representation System and student voice, running campaigns and initiatives to raise the profile of Reps and give students opportunities to voice their opinions or give feedback.

VP Student Voice works closely with the Activities and Representation Team in the recruiting and training of Course and School Reps and are the primary Officer that sits on School Rep recruitment panels.

Vice President Academic Experience

The Vice President Academic Experience leads on all areas relating to the learning and teaching experience and education policy.

VP Academic Experience and VP Student Voice work closely together on student issues due to the overlapping nature of their roles.

Removal of Reps and Complaints Procedure

If for any reason, there are concerns about the performance or behaviour of a Course or School Rep there is a 2-stage process to address these concerns and take disciplinary action where necessary.

At any point during the entire investigatory process Course and School Reps will have a maximum of 15 working days to respond to any correspondence. Failure to engage with the processes within this timescale will result in their immediate removal from their position.

If a School Rep or Course Rep is under a formal investigation (Stage 2) through one of these procedures, they will be suspended from their role for the duration of the process.

If a student or member of staff deems the conduct or behaviour of a School Rep or Course Rep as inappropriate, they should refer to either the [Universities Student Disciplinary Procedure](#) or the [BCUSU Membership Grievance Procedure – Bye Law 13](#).

These procedures do not refer to the engagement with their role. If a student or member of staff deems a School Rep or Course Rep as failing to fulfil their role, they should refer to the following procedures.

If a School Rep or Course Rep is removed from the University or BCUSU then they will also be removed from their role.

Course Rep – Failure to Fulfil Role

Informal Stage

Minor concerns about a Course Rep should be raised with the relevant School Rep in the first instance. The School Rep will then have a conversation with the Course Rep to address the problem and determine next steps. If required, the School Rep can call upon the relevant Activities and Representation Coordinator for the faculty to assist or mediate the conversation.

Formal Stage

If an issue with a Course Rep requires, it will be escalated to the formal stage. This formal stage involves assessing the concerns being raised and, where appropriate, carrying out a formal investigation, which includes the consultation of other students also represented by the Course Rep concerned.

A formal investigation will be conducted by a panel consisting of the relevant Activities and Representation Coordinator for the faculty, the relevant Course Director, and relevant School Rep.

Potential outcomes could include:

- Removal from their position.
- Any other outcome deemed appropriate and agreed upon by the panel.

The student, School Rep, or member of staff who submitted the complaint is expected to adhere to the decision.

School Rep – Failure to Fulfil Role

Informal Stage

Minor concerns about a School Rep should be raised with the relevant Activities and Representation Coordinator for the faculty. The ART Coordinator will then have a discussion with the School Rep about the issue raised and determine any next steps required.

Formal Stage

The Formal Stage involves assessing the concerns being raised and, where appropriate, carrying out a formal investigation. A formal investigation will follow the structure of the [BCUSU Disciplinary Procedure – Bye Law 13.4](#) and be conducted by the BCUSU Disciplinary Panel.

Potential outcomes could include:

- Withholding a Bursary payment.
- Removing a School Rep from their position.
- Any other outcome deemed appropriate and agreed upon by the panel.

The student, Course Rep, or member of staff who submitted the complaint is expected to adhere to the Disciplinary Panels' decision.

Stepping Down

If a Course or School Rep is struggling to balance the role and feels like they need to give up the role, the student should speak to the relevant Activities and Representation Coordinator for their faculty or their Student Success Advisor, and a conversation will take place discussing the issues they are having. The Activities and Representation Coordinator and the Student Success Advisor should then come together with the student and see if any support can be given to prevent the student needing to give up the role.

Appeals, Reapplication, and Vacant Positions

Appeals

In the event that a School Rep feels they have been treated unfairly by BCUSU staff or Officers, either as the result of action taken against them or otherwise, they have the right to make a complaint following the appeals procedure outlined in the BCUSU Disciplinary Procedure.

Reapplication

If a Course or School Rep has been removed from their position, they will be unable to apply or stand for the position again for the duration of that Academic Year.

Vacancies

If a Rep has been removed from their position, or chosen to step down, BCUSU will open recruitment to replace the Rep as soon as possible according to the relevant recruitment process for the role and School.

Graduate+

Course and School Reps can use their role as Reps to count towards their Graduate+ awards. Reps seeking further information about this should speak to either the Graduate+ office, or the Students' Union Reception team.

Important Contacts and Services

BCUSU Reception

Curzon Building 1st Floor

Seacole Building SCT041

Studentreps@bcu.ac.uk

BCUSU Activities and Representation Team (ART)

Curzon Building C173

ART Coordinators:

Dan Richards (ADM) dan.richards@bcu.ac.uk

Fran Fell (BLSS) francesca.fell@bcu.ac.uk

Sophie Reynolds (CEBE) sophie.reynolds2@bcu.ac.uk

Beth Eyre (HELS) beth.eyre@bcu.ac.uk

Welfare and Wellbeing

Report and Support Tool: <https://reportandsupport.bcu.ac.uk/support>

Mental Health and Wellbeing: SA.wellbeing@bcu.ac.uk

Advice & Information Team: <https://www.bcusu.com/advice/>

SSA's

Faculty of Arts, Design, and Media (ADM) admssa.team@bcu.ac.uk

Faculty of Business, Law, and Social Sciences (BLSS) blssssateam@bcu.ac.uk

Faculty of Computing, Engineering, and the Built Environment (CEBE) cebesuccess@bcu.ac.uk

Faculty of Health, Education, and Life Sciences (HELS) HELSSuccess@bcu.ac.uk

School Offices

The location and contact information for School offices can be [found on iCity](#).

Students' Union Reception can also provide contact information for School Offices, students should email them or visit the desk in Curzon or Seacole.

Review and Evaluation of the Representation System

BCUSU will be primarily responsible for the review and evaluation of the Representation System. An annual report will be completed by the Activities and Representation Team. This report will compile the feedback we collect throughout the year regarding the suitability, effectiveness, and functionality of the scheme. The report will also provide staff and students with the opportunity to contribute a case study evidencing best practice.

The following groups will be provided with opportunities for feedback:

- Course Reps
- School Reps
- Students
- University Staff
- BCUSU Staff

This report will be submitted to Student Voice Committee for review annually in June and where appropriate suggested changes to the Representation System will be discussed and implemented as a result of the findings presented in the report.

Document Review

This handbook and any accompanying materials will be updated in line with any changes to the Representation System.