

Course Reps

24/25



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Welcome!

Congratulations on your election as a Course Representative

Congratulations on your election as a Course Representative! You are now joining over 500 Academic Representatives across the University who have been chosen by their peers to represent their course mates' views. As a Course Rep, your role is crucial in facilitating the exchange of feedback between students on your course, the University, and the Students' Union.

Volunteering as a Course Rep can be an incredibly fulfilling experience that offers numerous opportunities for personal growth and professional development. In today's competitive job market, employers are looking for candidates who can demonstrate exceptional skills and stand out from the crowd. As a Course Rep, you have the chance to apply and showcase valuable skills such as leadership, communication, teamwork, problem-solving, and time management.

The Students' Union (SU) is a registered charity, independent of the University. As soon as you start your studies, you automatically become a member of the SU. Our primary goal is to assist students in maximising their university experience by participating in various activities, acquiring new skills, providing support and representation, and ensuring that they enjoy their time at the university.

Hello!

Charlotte, Vice President Education

I'm Charlotte, your VP Education for this academic year! Congratulations on being elected to represent student voices—it's a role that's both rewarding and impactful. .

Over the past year as VP Education, I have worked on various initiatives, including mitigating circumstances, general election coordination, and building stronger relationships with the different schools. My goal remains to ensure that students have the best possible experience at UCLan!

I look forward to seeing all your lovely faces throughout the year. If you have any issues, need a rant, or want me to join a meeting, feel free to give me a message!



A photograph of four student officers standing outdoors. Two men are in the back row, and two women are in the front row. They are all smiling and wearing glasses. The background shows a building with orange and white patterns.

Joe
VP Welfare

Luke
SU President

Sophie
VP Activities

Charlotte
VP Education

Representation at the SU

Full Time Elected Officers

UCLan SU is led by 4 Officers who are elected by students to represent the interests of the whole student community, as well as the smaller communities that our students identify with. The officers include: President, Vice President Education, Vice President Activities and Vice President Welfare. They listen to the voice of students (constructive feedback, concerns and praise) and campaign to make positive change both on campus and for students nationally.

Students' Council

Your Students' Council is made up of voluntary, elected Student Reps and your Full Time Elected Officers. Every member of the Students' Council represents the views of a different community at UCLan, and are elected by students, for students every year.

Student Council includes liberation reps (Women's, Black, Asian, Arab, Disabled, LGB and Trans*), as well as sectional reps (Chair, Burnley, Westlakes, Care Experienced Students, International, Postgraduate, Men's and Environment and Ethics) and 10 School Presidents with a council seat

School Presidents

School Presidents are the senior level student representation to voice the opinions of students within each School at UCLan. School Presidents and Course Reps work together to gain feedback from students on their course and work in partnership with School senior management to create positive change on a School level. Each School has two School Presidents, both are equal, but one of them will attend the Students Council Meetings 3 times a year to vote on the School's behalf on policies for the SU to work on.

Student Voice Staff Team

The Student Voice Staff Team are a group of full time staff who work with elected representatives to support them in representing the voices of students. We utilise our knowledge, experience and skills from our lives to work towards student centred change.

Steph Street-Lomas

Advocacy & Insight Manager

Steph (she/her) is the Advocacy & Insight Manager. She has previously served as a Course Representative, School President, and Education Officer. In addition, Steph has volunteered with the National Union of Students and the Quality Assurance Agency. She also led the Academic Integrity Collective, successfully lobbying for a law criminalising essay mills.



Becky Best

Senior Academic Voice Co-ordinator

Becky (she/her) is the Senior Academic Voice Co-ordinator. Her role is to co-ordinate academic representation within the SU. She is the Volunteer Manager for all School Presidents and Course Reps. Becky is passionate about empowering representatives and is responsible for supporting them to make positive changes. Becky works closely with each School ensuring they are listening to student feedback. Becky has a varied work experience in education and the third sector. Becky is also a UCLan Alumni!

Krupa Raithatha

Senior Campaigns & Policy Co-ordinator

Krupa (she/her) is the Senior Campaigns and Policy Co-ordinator for the Students' Union, her role is to facilitate Student Council, coordinate student led campaigns including officers and liberation representatives, and support policy mechanisms. Krupa has 20 years' experience of working in activism and has an in-depth knowledge of P/politics.



Your life as a Course Representative

The role of a Course Rep is to represent the academic interests and overall student experience of their course, while also fostering a strong partnerships between staff, students, the University, and the Students' Union. By serving as a Course Rep, you and your course mates gain a sense of ownership over your academic experience as you have the power to influence positive change and steer the direction of your course.

As a Course Rep, you will receive a range of feedback and issues from students. However, it is important to recognise the limits of your role and know when to signpost students to other support services. While you may have experience handling personal issues, it is crucial to remember that Course Reps are academic representatives and should only address academic issues and the broader student experience, not pastoral or personal matters. Examples of issues that should not fall under your responsibilities include finance, funding, health, housing, or employment issues affecting students, as well as academic disputes, complaints about staff, appeals, or disciplinaries.

It is vital for you to remember that as a volunteer you are still under the University regulations and therefore you must continue to behave in a way that is representative of an excellent UCLan Student and UCLan SU Volunteer.

It is your role to:

Feed back the outcomes of meetings to students on your course.

Gather feedback from students on your course and communicate it to staff.

Moderate the private area of the Unitu online student voice platform alongside other Course Reps and SU staff, to escalate feedback to staff.

Attend Student Feedback Forums (2-3 times per semester) to raise feedback on behalf of students and create shared solutions with staff.

Stay in regular contact with the Students' Union through your VP Education and Becky, Senior Academic Voice Co-ordinator.

Attend relevant training with UCLan Students' Union

Attend the Student Feedback Review with staff (once per semester) to review progress on actions and discuss more strategic topics about the course.

Refer students with non-academic concerns to University Services or SU.

Ways to gather Student Voice

As a Course Rep, your ability to communicate feedback to a variety of audiences is crucial. You should use various methods to gather student voice, such as holding meetings, conducting surveys, or creating suggestion boxes. It is important to communicate regularly with your peers to ensure their voices are being heard and acted upon.

Face to face

- Surgeries, drop-ins and focus groups are great for 1:1 chats or creating discussions
- Informal chats, start conversations during your breaks or after classes
- Lecture shout-outs, ask your lecturer if you can have a 10 minute takeover during a class
- Meetings and socials, why not think outside of the box and arrange something fun?

Anonymously

- Ballot Boxes, leave a box at the front of the room for your classmates to submit anonymous feedback
- Online surveys, polls and questionnaires are a great way to gather evidence and statistics to demonstrate what students think
- Post-it notes, put one on everyone's desk in the class, ask them to leave feedback and then collect at the end of the class

Online

- Email, students and staff check their email regularly so why not drop them an eye-catching email. Ask your course lead to send it on your behalf!
- Online feedback form, create a feedback form with questions you really want the answers to
- Teams, use Teams groups you are already part of to collect feedback
- Unitu, ask students to give their feedback on the Unitu platform. Remember, the Unitu platform is part of the university community and therefore subject to the regulations for the conduct of students.

Ways to represent Student Voice

Student Feedback Forum

These are informal, course-based meetings between the course leader and students. They don't need to be long or minuted (creating a list of actions is helpful). These meetings are flexible and aim to create continuous conversations between students and staff. They are organised by the course leader.

- How often? This is flexible and should work for the course, it is recommended for them to be effective they should occur 2-3 times per semester.
- Who attends? The course leader, any relevant staff and students on a course.
- What is discussed? Completely up to the students and staff in the room. It could be anything outstanding or that warrants a conversation from Unitu, other feedback about the course - both constructive and positive.

Student Feedback Review

These are formal meetings between course leaders and Course Reps that are chaired by the School President. They are minuted by a nominated representative at the meeting, or if required by an accrediting body, by a minute taker from admin services. They aim to be more strategic in their nature- allowing Course Reps to work with staff as partners in shaping their experience.

- How often? Once per semester, taking place in the last couple of weeks of the semester. For these meetings the School should be split into 3-4 groups (this could be by discipline, level of study or a grouping that suits the school).
- Who attends? The School President(s), Deputy Head for Students and teaching, Course Reps and course leaders.
- What is discussed? This meeting should be a review of how the semester has gone- is there any outstanding feedback or larger issues that need a discussion? What have students enjoyed about the semester? This is also an opportunity for more proactive and strategic student involvement in their courses and school- looking forward to the next semester or academic year.

Catching up with School Leads

Working with your Course Lead should be happening between meetings, feedback does not need to wait for a meeting. If there is a piece of feedback that is time sensitive, we encourage you to work with your course lead.

If you think you need any support in these meetings, do contact Becky with plenty of time and she will do her best to attend.



How to create change

There are ways outside of the Academic Representation System to create change. It is important that as representatives you understand the different ways which you could create change.

Big Ideas

Big Ideas is the online policy forum which aims to create meaningful change on campus and potentially wider.

Students can submit an idea for change which then has 28 days, to achieve at least 50 votes with the majority in favour. This idea is then passed to an appropriate meeting by the Chair of Students Council - this may be the Students Council meeting to decide if this becomes Union Policy or if the ideas need to go to the appropriate department to work on.

Collaborating with others

Campaigns are all about making a difference; whether this is raising awareness, building the profile of a service or lobbying for change. Campaigns are incredibly powerful, when they include different communities that may be affected in the same/or different way, or they simply can use their privilege to amplify your platform. An effective campaign educates on the issues faced, supports people to understand that they have the power to make change and organises people to use their new found passion in a way that is effective.

If you have an idea/ campaign and would benefit from some support going through the process then contact **Krupa** on yourunion@uclan.ac.uk or **Becky** on course reps@uclan.ac.uk →

Get involved

The National Union of Students (NUS) are able to advocate for students at a national level. Throughout the year they run a number of conferences which our SU will pay for a number of students (delegates) to attend.

These include:

- NUS National Conference (cross campus ballot for this)
- Women's Students Conference (self defining women only)
- Black Students Students Conference (only self-defining members of the Black, Asian or Ethnic Minority communities)
- Disabled Students' Conference (only students who self-define as having a disability)
- LGBT+ Students' Conference (only self-defining members of the LGBTQIA+ communities)
- Sectional Students' Conference (for International, Men's and Postgraduate students)

By NUS Policy, 50% of our delegations for each conference must identify as a woman.



Your wellbeing

It's really important to know and maintain your boundaries as a Course Rep

Safety & security

It is not your responsibility to get involved with students' personal problems. If a student does come to you with these types of complaints, signpost the student to someone who is professionally trained to help them. To do otherwise may be detrimental to their safety, security and experience which is a lot of responsibility for a volunteer.

Responsibility of staff

There may be times when you are asked to relay some news to students on behalf of staff – if you do not feel comfortable to do this, then please let the staff member know. Your role is to represent academic student voice on your course, and close the feedback loop on it. You are not a 'bad news bear'!

It is important to remember where your priorities lie. Your own personal wellbeing and academic studies will always come before your volunteering commitments. If you are unsure of anything we are **always here to help.** Contact us!

Celebrate you!

We are so thrilled that you have decided to spend your free time representing the views of your peers and we want to ensure that you are recognised for your efforts!

Evidence your work

Your volunteering can be logged on your Higher Education Achievement Record which forms part of your transcript for you to evidence your experience to future employers. In order for this to happen, you need to have attended training and engaged with the process throughout the year.

Recognition for your work

You can also log your hours on the UCLan SU website in order to achieve different awards for reaching certain levels of volunteering. You can find more information at **uclansu.co.uk/get_involved/volunteering**. At the end of the traditional academic year, we also host celebration week, where we celebrate our volunteers too!



Enhancing our skills set

We also want to make sure that you are being given the opportunity to develop your skills and learn new ones, so throughout the year you will have the chance to take part in various training including feedback, activism, communication and craftivism! We will also be hosting Rep Conference, which is a day full of interesting conversations, activities and the odd goodies!

Key contact information

As a Course Rep, you will receive a range of feedback and issues from students. However, it is important to recognise the limits of your role as a representative and know when to signpost students to other support services.

Becky Best - coursereps@uclan.ac.uk

Krupa Raithatha - yourunion@uclan.ac.uk

SU Societies - studentgroups@uclan.ac.uk

SU Volunteering - uclansu.co.uk/get_involved/volunteering

Luke (SU President) - supresident@uclan.ac.uk

Charlotte (VP Education) - sueducation@uclan.ac.uk

Sophie (VP Activities) - suactivities@uclan.ac.uk

Joe (VP Welfare) - suwelfare@uclan.ac.uk



Academic Advisor - Students can find the academic's email address in their Starfish Profile.

Academic Registry - You can find the contact form through the Student Hub.

Course Lead - Students can find the academic's email address in their Starfish Profile.

Inclusive Support - inclusivesupport@uclan.ac.uk

Study Skills - wiser@uclan.ac.uk

Wellbeing - wellbeing@uclan.ac.uk

SU Advice Service -

suadvice@uclan.ac.uk, for students who have concerns around mitigating circumstances, appeals, fitness to practice or anything academic regulations related. Contact our Independent, Confidential and Free Advice Service

It is crucial to remember that Course Representatives are academic representatives and should only address academic issues and the broader student experience. Examples of issues that should not fall under your responsibilities include finance, funding, health, housing, or employment issues affecting students, as well as academic disputes, complaints about staff, appeals, or disciplinarys.

