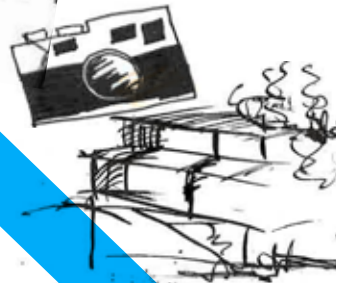
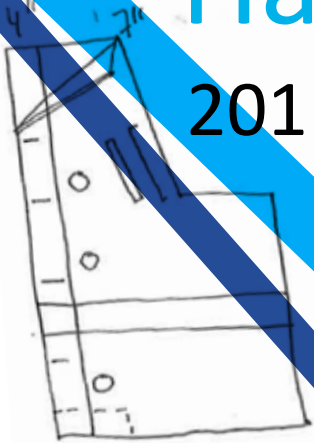


Course
Reps

Course Rep
Handbook
2011 - 2012



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Contact Details

coursereps@su.arts.ac.uk
www.suarts.org/coursereps

 **Students' Union**
University of the Arts London
www.suarts.org

Course Rep Welcome

Ben Westhead

**Students' Union Education Officer
2011-12**

Hello new Course Rep!

The first thing to say is congratulations on being elected into your new role as a student representative.

Speaking from experience I can say that being a Course Rep can be a very rewarding endeavour. Not only will you gain respect from students and university staff alike - you will also be helping to improve the university experience for yourself, your peers and even future students.

Course Reps are integral to the Students' Union as you will become the frontline in dealing with issues that affect students on a daily basis. At the Students' Union it is our job to back you up in making a meaningful change.

There are a myriad of ways you can make a change happen - ranging from airing your concerns at Course Committees and talking with staff in person, to lobbying Heads of Colleges and Deans alongside the SU executive team.



You should never feel alone as a Rep – there is a vast network of people like you operating across every college in the University. Last year the Students' Union registered over 800 Reps. A team of staff are at the end of the line, by phone, email or in person, if you ever need help. This network of support coupled with the training the SU provides will help to make your Rep experience an enjoyable and rewarding one!

Remember that what you are doing is invaluable - I honestly think you should be proud.

Who are Course Reps?

Course Reps talk to the rest of the students on their course, find out their wants and needs, and feed this information back to the Students' Union and the University. They are a vital component in the representation structure, ensuring that the student voice is heard.

Course Reps are involved in all aspects of representation, from informal liaison with course tutors and directors through to sitting on academic committees and working groups. There are around 800 Course Reps across the University and they have a real impact on the student experience. Without them, things just wouldn't get better!

What Reps Do

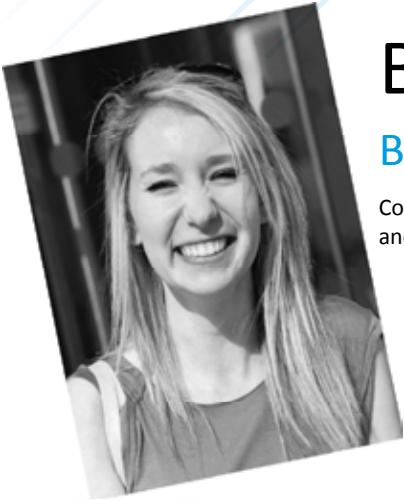
Some of the key functions of the role include:

- Making sure the students you represent know who you are;
- Attending Course Rep training;
- Consulting with students to find out their opinions on your department, your course and the student experience at your College and University;
- Attending University committees and informal meetings, and representing the opinions of students;
- Feeding back the outcomes of meetings to students and following up on any agreed action points;
- Completing Meeting Reports forms after meetings and sending them to the Students' Union.

Being a Course Rep

Billie Pearson

Course Rep for BA Fashion Management
and LCF Vice-President 2011-12



I dropped out of my last Uni because the course was really badly organised, so when

I came to UAL I wanted to be a lot more engaged. That's why I ran to be a Course Rep. It was a bit scary running for the post, as I had to get my classmates to vote for me, but I'm glad I did. After the election, I linked up with another Course Rep through Facebook and we went to the Students' Union training together.

In my first term, our Dean offered us some funding to help to build the community in our School. The Course Reps across Fashion Management banded together to organise a big social event for all three years of students. Because it was organised completely by Course Reps, and supported by the School, people had a real sense of ownership over the event and it went brilliantly.

Having made an effort to make myself known, I often have students come to me to ask for help, many of whom might not have gone to a member of staff. They feel comfortable talking to me because I'm a student too. After the Students' Union training, I know where people need to go to get different kinds of help. It feels great to be in a position where I can make things better, for the whole year group and also for individuals who need help.



Representation

At the Students' Union there are a group of people called the Executive Committee who support you and represent the view of students at University level.

Each Spring the Students' Union runs student elections to appoint people to this committee. There are two types of position:

Sabbatical Officers: These paid, full-time roles undertaken by newly graduated or gap year UAL students. Each Sabbatical Officer is also connected to a college.

Vice-presidents: These voluntary posts are undertaken by current UAL students alongside their studies. Each college elects its own Vice President to represent the views of students to senior college staff.

Note: CCW refers to Chelsea, Camberwell and Wimbledon.

Full-time Sabbatical Officers

Alex Rose

Engagement Officer

Linked to CSM

engagement@su.arts.ac.uk

Benedict Butterworth,

Activities and Volunteering Officer

Linked to LCF

activities-volunteering@su.arts.ac.uk

Fairooz Aniga

Culture and Diversity Officer

Linked to CCW

culture-diversity@su.arts.ac.uk

Ben Westhead

Education Officer, Acting President

Linked to LCC

education@su.arts.ac.uk

Part-time Vice-Presidents

Tom Coxon

Vice President CSM

vpcsm@su.arts.ac.uk

Billie Pearson

Vice President LCF

vplcf@su.arts.ac.uk

Hafsa Shariff

Vice President CCW

vpccw@su.arts.ac.uk

Lucy Killoran

Vice President LCC

vplcc@su.arts.ac.uk

Once You're Elected



Once you have been appointed as a Course Rep there are a few things that you need to do.

- **Introduce yourself to your class**
- **Register online at suarts.org/iamarep and sign up for training**
- **Check the date of your first Course or Programme Committee - ask your tutor**
- **Check the date of your first Student and Dean forum on the suarts.org/iamarep website**
- **Start to gather issues and comments from students on your course**
- **Read the Issues Tracking related to your School to see what was raised at Forums last year - again, at suarts.org/iamarep**

Blackboard

When you register you will be automatically added to the Course Rep Blackboard site. There, you can take part in interactive training sessions. These short modules will help you to understand more about your role. Completing them counts toward your Course Rep certificate.

Please be advised that it may take up to two weeks for access to the

Course Reps Blackboard site to be granted after you have registered.

Finding the page

blackboard.arts.ac.uk > My Organisations > Student Union Course Reps

The front page of Blackboard contains a list of your enrolled courses and other related groups. Below this section is 'My Organisations' where 'Student Union Course Reps' is listed.

Gathering issues

It is important that you represent the views of all students, so talk to as many people as possible. If you speak to lots of people, you'll have more credibility with staff and be able to make more of a difference.

Gathering views includes the good as well as the bad. If there is something that students love you can tell the University and they might do it more. Also people might not have encountered many issues in term 1 but don't stop asking!



It is important to use as many methods of communication as possible. Below, list three ways you could talk with students in person. Consider times of day, locations, and occasions that might be convenient.

1	
2	
3	

Now, list three ways you can contact students using technology – such as paper, online tools, or something in the studio or classroom. Some students may feel more comfortable contacting you this way rather than talking in person.

1	
2	
3	

Feeding Back

Once you've taken an issue forward, always remember to feed the results back to your group. It's really important that people know what is going to be improved as a result of their feedback and your action. Even if it turns out that nothing could be done, at least the group will know that you are taking their issues seriously.

Referring Issues

You can't deal with all the issues students might come to you with. Often the best thing you can do is direct them to the right people. Take a look at the chart below for some examples.

In general you should only deal with issues that relate to your course or issues affecting a number of students in the college. You should not try to help students with personal issues

such as injury, illness, complaints about a tutor, or problems with their work. You should refer them to the correct support services.

To find out which services are available, check out the contacts at the back of the book, look at the 'Referring Issues' quiz on Blackboard, or simply contact us at the Students' Union.

Who brought it up?	Issue or comment	Who should this go to?	Result after action	Did I feed back?
<i>Sam</i>	<i>Timetables arrived late</i>	<i>Course Team</i>	<i>Timetables will come before term starts</i>	<i>Spoke to group in workshop</i>
<i>Xu</i>	<i>Studio printer is broken</i>	<i>Course Team</i>	<i>Printer is fixed</i>	<i>Emailed everyone</i>
<i>Ashley</i>	<i>Fell ill, missed deadline</i>	<i>Students' Union</i>	<i>Ashley getting support from SU Advice team</i>	<i>No - private issue</i>

Tracking Issues

Who brought it up?	Issue or comment	Who should this go to?	Result after action	Did I feed back?

Meeting Report

FULL NAME	
EMAIL ADDRESS	
POSTAL ADDRESS	

COLLEGE		COURSE	
DATE		NAME OF MEETING	

ISSUES I RAISED OR DISCUSSED (Please tick any that apply)	
<input type="checkbox"/> Assessment & Feedback <input type="checkbox"/> Course content <input type="checkbox"/> Contact time with staff <input type="checkbox"/> Equipment or software <input type="checkbox"/> Library Learning Resources <input type="checkbox"/> Opening hours	<input type="checkbox"/> Course organisation & management (e.g. timetables) <input type="checkbox"/> Teaching & learning methods <input type="checkbox"/> Space & estates (e.g. toilets, temperature)
Please give a short description of any progress or problems arising from the meeting: 	

Please post to: The Students' Union, University of the Arts London, 272 High Holborn WC1V 7EY or fill this out online at www.suarts.org/iamarep

For office Use Only

Voucher Sent ___ / ___ / ___

Meetings



As well as speaking to staff in person or by email, you will make a difference as a Rep by raising issues at relevant meetings.

For tips on how to prepare for meetings and use them to your advantage, please log onto Blackboard and watch the meetings video. Completing the short quiz afterwards counts towards your training record.

Course and Programme Committees

This is likely to be the first meeting you attend as it is with your course team, such as your course leader and technicians. Previous Course Reps told us that this is a really important meeting where a lot of problems are resolved. You can discuss anything course-related from access to tutors and facilities, timetables or cancelled lectures, to the way briefs are issued and getting assessment feedback in the correct timeframe.

Some Courses are grouped together in meetings and these are known as Programme Committees. Whatever the format of your committee, it will normally meet once a term at around the middle of the term.

As the achievements in these meetings often go unnoticed it is really

important that you fill out a meeting report afterwards. You can do this online at suarts.org/IAMAREP or there is a copy in this booklet that you can photocopy and fill out during the meeting. You can either post this to us or hand it in at a meeting where the Students Union are attending.

My Course & Programme Committee Dates

Autumn term

Date & time

Location

Spring term

Date & time

Location

Summer term

Date & time

Location

Meetings

Student & Dean Forum

This meeting is with the Dean of your School. They don't deal with the logistics of your individual course but problems that affect a group of courses or the whole School.

The meeting is usually chaired by the colleges' Sabbatical Officer of Vice-President and attended by someone from the SU who will take a register and deal with any queries.

Usually there will be a period of time before the Dean arrives for Reps to discuss issues together. They can work out which issues are most common across the School, so that they can be prioritised in the meeting.

At the first Student & Dean Forum of the year, Reps will elect one of their peers to represent the School at the Board of Studies. There may also be an opportunity to sit on other committees, such as Sustainability and Student Life.

College Forum

This annual meeting with all Course Reps in a College is attended by the Head of College and representatives from the SU. This meeting deals with issues that affect students across the whole college.

My Student & Dean Forum dates

Autumn term

Date & time

Location

Spring term

Date & time

Location

Summer term

Date & time

Location

My College Forum date

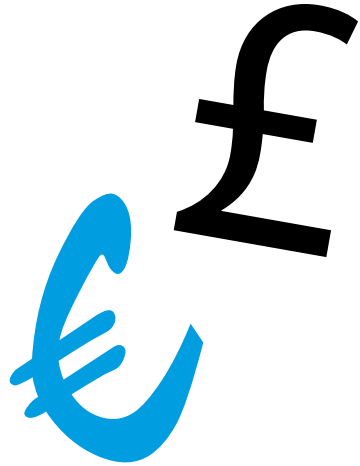
Date & time

Location

Money to cover your expenses

We understand that you give up your time to attend meetings and although we don't pay you for this we do reimburse you for costs. For every meeting you attend you are entitled to a voucher for £7.40 to cover costs such as travel or printing.

You can only claim a voucher once you've been trained as a Course Rep. When you register online you'll be asked to attend a training session. If you can't attend a session, please let us know why.



How to get your £7.40

For Course and Programme committees you need to submit a Meeting Report (either online or within this booklet) in order to receive a voucher. The online Meeting Report is at suarts.org/iamarep. The same applies to other formal meetings that you may be asked to attend, such as Boards of Studies or Student Life Committees.

At Student & Dean and College forums the vouchers are given out at the meeting by a member of the Students' Union.

These vouchers can be exchanged for cash or goods from any Students Union bar or shop. At the time of printing, there are SU outlets in High Holborn, London College of Communication (Elephant and Castle), CSM King's Cross, and Chelsea College of Art.

Your voucher is valid for the whole academic year so if you live further out you can save up a few and cash them in when you're near one of the SU outlets.

Certificate Scheme

We recognise that being a Course Rep is hard work - and you'll progress as an individual throughout your time as a Rep.

The Students' Union offers Certificates to Course Reps who have shown a proven level of engagement. To be eligible for a standard certificate, you must have been to training and attended at least two meetings (Committees or Student & Dean forums). Remember to send in a Meeting Report for your committees or we

won't know you've been.

We also offer certificates with Distinction for Reps who have shown exceptional levels of engagement. Check the chart below to see details for this and the normal certificate.

You'll see that the requirements are different for Reps who have been to training in a previous year or who cannot attend training for unavoidable reasons.

Level of award	Training undertaken	Meetings attended
Certificate of Achievement	<i>Full-time students:</i> <ul style="list-style-type: none"> On-site training 	<i>At least two meetings from the following:</i> <ul style="list-style-type: none"> Student & Dean forum College Forum Academic Committee (with meeting Report submitted) Advanced Training
	<i>Students trained in a previous year and Part-time students:</i> <ul style="list-style-type: none"> On-site training or one online module 	
Certificate of Achievement with Distinction	<i>Full-time students:</i> <ul style="list-style-type: none"> On-site training and at least one online module 	<i>At least four meetings from the following:</i> <ul style="list-style-type: none"> Student & Dean forum College Forum Academic Committee (with meeting Report submitted) Advanced Training
	<i>Students trained in a previous year and Part-time students:</i> <ul style="list-style-type: none"> On-site training or three online modules 	

Useful Websites



I Am A Rep

www.suarts.org/IAMAREP

Registration, training, Forum dates, Meeting Reports, the Course Reps database, and many other useful resources.

Blackboard: Course Reps Area

www.blackboard.arts.ac.uk

The front page of Blackboard contains a list of your enrolled courses and other related groups. Below this section is 'My Organisations' where 'Student Union Course Reps' is listed. Access online training for Course Reps here.

Facebook Page

www.facebook.com/ualcoursereps

A useful way of contacting other Course Reps and sharing ideas. Why not set up a Facebook group for your course as well?

NSS: The National Student Survey

www.unistats.direct.gov.uk

Results from the annual survey of student satisfaction. A good way to see how your college is doing compared to the national average, and which areas need the most improvement.

Contact Details

The Students' Union Contact Details

Website: www.suarts.org
Tel: **020 7514 6270**
Fax: 020 7514 6284
Email: **info@su.arts.ac.uk**

Students' Union Head Office
University of the Arts London
272 High Holborn
London, WC1V 7EY



Course Reps

coursereps@su.arts.ac.uk

Student Societies

societies@su.arts.ac.uk

A huge variety of student-led groups, covering interests from culture and religion to arts and activities.

Sports clubs

sports@su.arts.ac.uk

Connect: the buddying scheme

connect@su.arts.ac.uk

A scheme that links up Freshers with returning students

Platform

platform@su.arts.ac.uk

Supporting student-led exhibits and creative events

Contact Details: Advice

The Students' Union Advice and Support Service

Free, independent advice and support, including:

- Academic Issues: appeals, plagiarism, extenuating circumstances, and illness
- Complaints against the University
- Discrimination and your rights
- Complaints about Halls of Residence

Website: www.suarts.org/advice

Tel: **020 7514 6270**

Email: advice@su.arts.ac.uk



UAL Student Services

University advice service covering money matters, immigration, careers, disability, health, counselling and childcare, as well as the chaplaincy service.

Student Services Tel: **020 7514 6230**

University of the Arts London Fax: 020 7514 6219

272 High Holborn

London WC1V 7EY

Email: student.services@arts.ac.uk

Website: www.arts.ac.uk/student/student-services

Textphone: 18001 020 7514 6230



Notes & Doodles

www.suarts.org/iamarep

