

COURSE REP

Quick guide to your role

LISTEN

REPRESENT

COMMUNICATE

Representing the
educational voice at Ulster

**LEAD
THE
CHANGE** 

FACULTIES & SCHOOLS

WHERE DO I FIT IN?

Four faculties, one university

Faculty of Arts, Humanities and Social Sciences

- *Belfast School of Art*
- *School of Applied Social and Policy Sciences*
- *School of Arts and Humanities*
- *School of Education*
- *School of Law*
- *School of Media and Communication*
- *School of Social Sciences*

Faculty of Computing, Engineering and the Built Environment

- *School of Computing*
- *School of Computing, Engineering and Intelligent Systems*
- *School of Engineering*
- *School of Architecture and the Built Environment*

Faculty of Life & Health Sciences

- *School of Biomedical Sciences*
- *School of Geography and Environmental Science*
- *School of Health Sciences*
- *School of Medicine*
- *School of Nursing and Paramedic Science*
- *School of Pharmacy and Pharmaceutical Science*
- *School of Psychology*
- *School of Sport*

Ulster University Business School

- *Department of Accounting, Finance and Economics*
- *Department of Global Business and Enterprise*
- *Department of Hospitality & Tourism Management*
- *Department of Management, Leadership and Marketing*
- *Business Institute*

**LEAD
THE
CHANGE** ➔

**Leadthechange*

Welcome to *TeamMUSU

Congratulations, you have been elected to represent the views of you and your classmates!

Congratulations on your election! You're now part of a network of hundreds of reps, elected to work in partnership with their academic staff to enhance the student experience at Ulster.

As a course rep, your role is to represent the collective Student Voice – this is an opportunity for you to advocate for change within your course, your campus, and the wider University. As a student, no one knows what the learning experience is like better than you and your classmates. This is the time to use your experience to make change!

This handbook will help you get to grips with your new role and offers practical advice on how to be an effective advocate for students on your course. The Student Voice team and your Student Officers are always on hand to offer support and to help bring collective issues forward, but this book is your first resource.

As well as shaping the experience of your course, you can set the direction of your Union by attending your campus Student Voice Forum each semester. Here you can meet other representatives and your

Student Officers, find out what's going on in the University and the Union, and raise any unresolved issues. Use this opportunity to get to know your team!

This year, our course reps will have a bigger role to play than ever, representing your classmates during a time of transformational change at UU. It's essential that the collective student voice is amplified by our reps this year to ensure your experience at Ulster is the very best it can be. Our reps are our key voices in the classroom. Feeding back your class experience is so important in representing student opinion – particularly during a time of innovative and exciting new methods of teaching in this period of transition.

If you have any ideas or issues throughout the year, don't be afraid to get in contact with any of the team. We're always happy to help. Most importantly enjoy your year.

We can't wait to see you influence positive change!



Finola Quigg
VP Education

Welcome

LEAD
THE
CHANGE

Hi everyone and a warm welcome to your Course Rep induction session.

My name is Naomi Browne, I'm the Academic Representation Coordinator here at UUSU.

I have responsibility for supporting our team of over **800 Course Reps, School/Department Reps and Faculty Reps** across our 3 campuses.

I would like to formally welcome you to your new role as a Student Representative. You have joined our team of dedicated and passionate individuals who are committed to making a positive difference to the student learning experience.

As a student representative you will have the opportunity to develop your skills, gain valuable experience and contribute to the mission and vision of student voice. Don't forget to have fun along the way!

We are glad to have you on board and value your time and effort in this volunteer role.

We wish you all the best for the year ahead and hope you enjoy your volunteering journey. You are an important part of UUSU and Ulster University, and we are here for you every step of the way.

Thank you for volunteering to be a student representative!



CONTACT
Naomi Browne
ACADEMIC REP CO-ORDINATOR
n.browne@ulster.ac.uk

*Leadthechange

TASK

1

LEAD
THE
CHANGE



TASK ONE

COMPLETE YOUR INDUCTION AND
PREPARED FOR THE ROLE!

**Leadthechange*

WHY?

Firstly familiarise yourself with your course rep handbook and Student Voice guidelines. Then get involved with our online Students' Union training events and participate in our meetings! This will help you find out about what you are meant to be doing and how to go about it.

Your online induction will provide more information about the student learning experience and your role in ensuring it comes up to the expectations of your class. Check the UUSU website for more details on how to access our online training sessions. Check your inbox for our emails and bi-weekly news letter with important updates and information on supplementary skill-based training sessions we offer during the year.

TASK

2

LEAD
THE
CHANGE



**Leadthechange*

TASK TWO

IDENTIFY YOURSELF TO
THE GROUP OF STUDENTS
YOU REPRESENT

WHY?

So that students are aware that there is a Course Representative system, that you are their representative and if they have issues (positive and negative) they should give their feedback to you.

HOW?

As Course Reps should be elected, by their course colleagues, most people will know who you are. In any event it does no harm to introduce yourself in lectures as the Course Rep just in case someone was absent. Make use of posters, notice boards, emails, and chatting at coffee breaks to get the word out!

TASK

3

LEAD
THE
CHANGE



**Leadthechange*

TASK THREE

TO KEEP AN EYE ON THE
STATED AIMS AND OBJECTIVES
OF YOUR COURSE

WHY?

To ensure that you and your course colleagues receive quality teaching and that the stated aims and objectives of your course are being addressed.

HOW?

Ask your course colleagues to provide you with feedback which you should then communicate to your Course Director. This can be done either informally if an issue is urgent or through your Staff Student Consultative Committee (SSCC). They will be grateful to learn if teaching and the course is meeting expectations, and if not - how this can be addressed.

TASK

4

LEAD
THE
CHANGE



**Leadthechange*

TASK FOUR

IDENTIFY STUDENT ISSUES AND NEEDS

WHY?

The role of the Course Rep is to provide your Course Team and Faculty with information that is representative of the entire student body on your course, not merely individual opinions. As a Course Rep you must identify the issues and needs of your course colleagues.

HOW?

A series of suggestions entitled “Effective Communication with your course colleagues” can be found in your course rep handbook. It gives helpful tips as to how you might identify the issues and needs of students on your course.

It’s all about communication! Remember the sooner you start communicating with class colleagues the more information you will gather.

TASK

5

TASK FIVE

REPRESENT THE VIEWS OF
CLASS COLLEAGUES TO HELP
ENSURE THAT THE STUDENT
PERSPECTIVE IS CONSIDERED
IN ALL DECISIONS

LEAD
THE
CHANGE

**Leadthechange*

WHY?

Remember as a student you are the expert on the student experience on your course or in your Faculty, so consult with your course colleagues and give feedback to the academic staff.

In life we may find ourselves in minorities - some of us more than others. When representing the views of the entire course cohort it is likely that on some issues you will be in a minority. It's your job to represent your course colleagues views even if you don't necessarily agree with them.

HOW?

If a major decision is being taken in which you feel that there should be greater student involvement in, don't be afraid to say so and ask the Faculty what it can do to ensure consultation with more students. Equally, if you feel you should be involved in decisions, which you are currently not, then don't be afraid to suggest this.

TASK

6

TASK SIX

ATTEND AND ACTIVELY PARTICIPATE IN YOUR COURSE/PROGRAMME STAFF- STUDENT CONSULTATIVE COMMITTEE MEETINGS

LEAD
THE
CHANGE

**Lead the change*

WHY?

Without Course Reps attending and participating in Staff-Student Consultative Committee meetings there is no point in having them. The harsh reality is that academic staff have many other demands on their time - so making the meeting worth their while will be appreciated! Plus why waste your time - students have time constraints too.

HOW?

Try and find out as soon as possible when the meetings are scheduled (Your Course Director or School Office will have details) and keep that time free. It's important any issues or concerns are officially noted during the meeting. SSCC minutes are advanced to other higher level School/ Department Committees and quality assurance processes such as course revalidation.

If it really is impossible for you to attend then speak to the chair beforehand about getting the agenda and papers early so you can provide written comment on them.

TASK

7

LEAD
THE
CHANGE



TASK SEVEN

**Lead the change*

LIAISE WITH YOUR STUDENTS' UNION AND ATTEND YOUR STUDENT VOICE FORUM

WHY?

Your Students' Union can only identify challenges or suggest enhancements around the student learning experience through your feedback. Tell us about what is working well and what needs to be improved.

HOW?

Your Student Voice Forum takes place each semester. This meeting brings together all academic reps to network and discuss current developments around learning and teaching. The Student Voice forum is led by the Academic Rep Coordinator and Faculty Reps. Issues raised will then be actioned by the relevant representative with University staff. Outside of this keep in contact with your School/Department as much as possible online or through meet-ups. Your full time officers and Academic Representation Coordinator are also there to support you during the year.

TASK

8

TASK EIGHT

**WORK IN PARTNERSHIP WITH
OTHER REPRESENTATIVES ON
ISSUES OF JOINT CONCERN**

**LEAD
THE
CHANGE** →

**Leadthechange*

WHY?

There are potentially 800+ Course Reps and 30 School/Department Reps based across all the campuses at the Ulster University. Working with the other reps will allow you to make your case more effectively - remember if there is an issue you have in common the more individuals pressing for change means it is more likely to happen.

HOW?

Arrange to meet other Course Reps on a regular basis, if this is not possible then perhaps meet in the hour before the Staff-Student Consultative Committee to discuss the major issues you wish to raise.

Keep in touch with the School/Department Reps responsible for your School/Department and use our feedback form to keep them updated after SSCC's on the issues being raised or to share what has been working well.

You can use the online discussion forum within the representation area of Blackboard Learn which all reps will have access to, or use the find your rep tool on our website, uus.org to network with other reps.

TASK

9

TASK NINE

REFER MAJOR ISSUES AND
INDIVIDUAL CASES TO YOUR
STUDENTS' UNION OFFICERS

LEAD
THE
CHANGE

**Leadthechange*

WHY?

As a Course Rep there are some issues (namely, personal , disciplinary, disputes & appeal matters) that you should not become involved with, because you have a limited amount of time and there are other services available that have a core duty to provide guidance, support and advice.

HOW?

If you are approached with such an issue please refer the person to the appropriate service. If you are in doubt about making a referral please contact the Advice Bureau who will do so on your behalf.



Visit our website

<https://www.uusu.org/advice/>

TASK 10

TASK NINE

PROVIDE FEEDBACK
TO YOUR COURSE/
SUBJECT COLLEAGUES
ON THE OUTCOMES OF
MEETINGS YOU ATTEND

LEAD
THE
CHANGE

**Leadthechange*

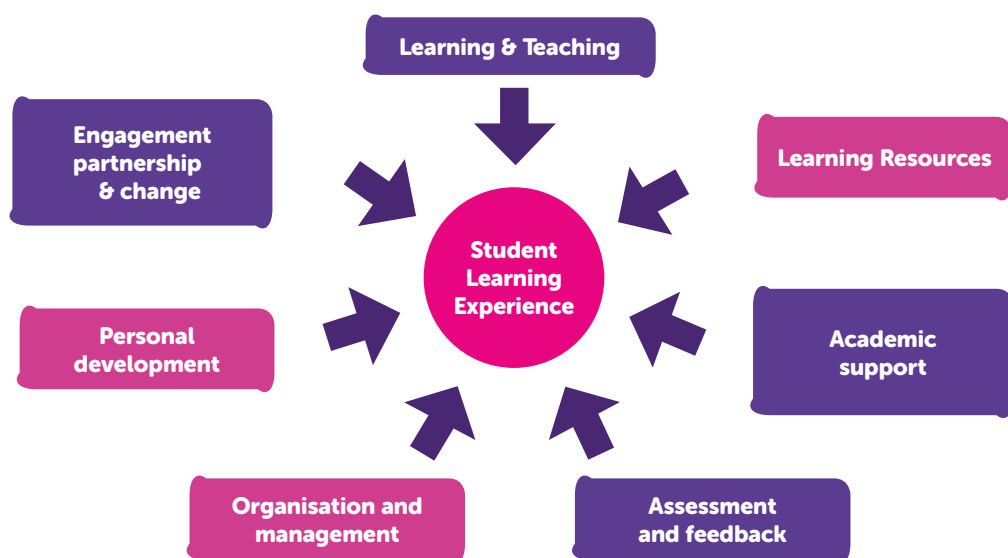
WHY?

So that you can check that class colleagues are happy with the outcomes of the meeting. If they are not then you can go back to the Faculty, or members of the academic staff, and sort out the confusion. Reporting back also means that your colleagues will see the value of the Course Representative system and see that it really can improve the student learning experience.

HOW?

A number of suggested methods of communicating with course colleagues are detailed in the Course Rep Handbook.

Everything around your day to day learning experience will fall into one of these areas:



REMEMBER

Remember students are the experts when it comes to their learning experience

TRAINING EXERCISE

THE STUDENT LEARNING EXPERIENCE

Note below things to consider or improvements that could be made in each area of the student learning experience in your course:

Learning & Teaching

Academic Support

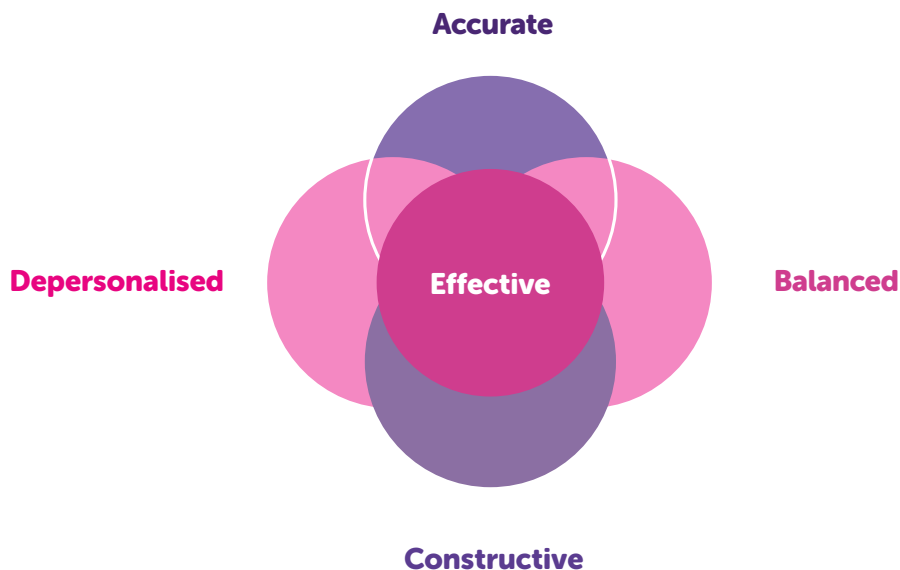
Learning Resources

Assessment & Feedback

Organisation and Management

Personal Development

Engagement, partnership and change



Providing feedback is an essential part of being a course rep but how do you provide it effectively? The A,B,C,D of effective feedback to help you do so. Below we explain each element and how they contribute to providing effective feedback.

Accurate: When commenting on the learning experience, be specific, and provide evidence for what you are saying. Avoid sweeping generalisations or emotional language. If you have a survey that tells you 67% of people don't like the feedback they receive, don't tell staff that 97% don't like it.

Balanced: Don't just pass on negative comments to staff, even if that is mostly what you are hearing from students. Say positive things too. This helps soften the blow and makes you look more professional.

Constructive: You are not just here to identify the problems, you are also here to help find a solution too. If you raise an issue, make a suggestion at the same time- this also helps you to look professional.

Depersonalised: Even if students think that a member of staff has done something wrong, it's always hard to make or receive personal comments. Try not to mention anyone by name in meetings, talk about the class and the impact on the learning experience. You may want to arrange a specific meeting with other staff to raise issues like this.

TRAINING EXERCISE

YOUR LEARNING EXPERIENCE

In this exercise we want to hear about your experience as a student so far this year. Use the boxes below to note down what's been working well, what you would change.

What's working well?

What would you change?

TRAINING EXERCISE

LEAD
THE
CHANGE



**Leadthechange*

DEVELOPING SOLUTIONS

Using the element you would most like to change develop a solution to this issue.

You will need to think about:

What resources the staff have access to.

- How realistic your solution is.
- How creative your solution is.
- How you plan on getting your solution implemented.
- What is the time frame for implementation?
- Who are you going to speak to?
- How are you going to use the A,B,C,D?

There is space below for your notes.

COMMUNICATION

Look back to Exercise 1 and, in groups, pick one of the elements you like most about your course and one you would like to change. Now think about how you would find out whether or not your fellow classmates agree. There is space below for notes.

ATTENDING STUDENT-STAFF MEETINGS

LEAD
THE
CHANGE



Now think what you would do before, during and after your meetings:

**Lead the change*

Before:

During:

After:

NOTES

Record the details of people you have met today, or dates that you might need to remember:

CONTACTS

FROM TEAM UUSU

Rebecca Allen

President

president@uusu.org

Finola Quigg

VP Education

vp.education@uusu.org

Reece Armstrong

VP Sport and Wellbeing

vp.sport@uusu.org

Oscar Kelly

VP Equality and Belonging

vp.equality@uusu.org

Oluwaseyi Kushimo

VP Belfast

vp.belfast@uusu.org

Philip Maguire

VP Coleraine

vp.coleraine@uusu.org

Dónall Hegarty (Ó hÉigearthaigh)

VP Magee

vp.magee@uusu.org

Mandy Mulholland

Student Voice Manager

m.mulholland@uusu.org





#Leadthechange

LISTEN

REPRESENT

COMMUNICATE

Representing the
educational voice at Ulster