



COURSE REPRESENTATIVE

**Staff Handbook**  
2015



HULL UNIVERSITY  
**UNION**

*Your Union*

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An introduction to the Course Representation System at the University of Hull

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# Introduction

This Handbook is written by the Hull University Union with the full support of the University to serve as a clear and straightforward guide to the course representation system.

This Handbook is primarily designed for use by the nominated contacts within academic departments whose responsibility it is to run and oversee their departmental course representation systems.

## This Handbook will:

- Introduce important changes for the academic year.
- Outline the requirements of the Code of Practice and the principles behind them.
- Serve as an important overview of what the huu does as part of the representation system and how we will support academic areas and faculties.
- Please note that this is not designed as a replacement for either University or Union policy and the Quality Handbook and HUU Standing Orders should always be regarded as definitive.

# Foreword



## Foreword from professor Alan Speight, Pro-Vice Chancellor (Education)

It gives me great pleasure to provide the Foreword to this Handbook. I believe passionately that the role of Course Representatives is fundamental to the effective partnership relationship between the Students' Union and the University, and to the effective representation of students' views on the quality of their learning and teaching experience. The importance of the role that Course Representatives play in these two critical regards cannot be overstated.

Course representatives also play a broader role, beyond the significant role that they play in liaison with academic programme directors, and the representation of student opinion on aspects of learning, teaching and assessment where there are opportunities for development, enhancement and improvement.

Course representatives are also integral to the effective functioning of Staff Student Committees, and through their contributions to discussions concerning the continuous enhancement of the wider student experience, embracing student learning and student life more generally.

Course representatives, may find themselves involved in aspects of the University's systems for quality enhancement, possibly outside of their immediate subject area or Faculty, and contributing to the operation of University-wide initiatives for enhancement and improvement. Course

representatives may also be involved in contributing to curriculum design and the principles and practices of assessment, alongside employers and other external stakeholders, or in the shaping of student support, learning resources and technologies.

Crucially, student involvement will be needed in the review of student survey outcomes, including of course the National Student Survey, and the formulation and evaluation of action plans at subject, Faculty and University level. Students' insights and experiences will be invaluable in helping to ensure that student satisfaction levels match and exceed national benchmarks, subject area by subject area, and as a result that student satisfaction levels for the University as a whole are amongst the very best in the UK.

In the modern higher education sector, the student voice has never been more powerful, nor more important. The ability to represent that voice, and to do so in a way that fosters openness, mutual respect, and the pursuit of common goals, is an essential skill, and one that will serve students well both during and after University. I also thank you personally, and on behalf of the University, for interacting with the Course Representative system at such an important and exciting time in the University's development.

**Alan Speight**  
Pro-Vice Chancellor (Education)

# Staff Introductions

## Introduction from Matt Evans, Vice-President Education



**“Hi, my name is Matt Evans and I am the elected Vice-President Education this year at Hull University Union. I have been a Course Rep during my time as an undergraduate studying Biomedical Science here, then latterly Faculty Co-ordinator for the Faculty of Science & Engineering.”**

The Course Rep system here at the University of Hull is a perfect and shining example of how well the University and Hull University Union work together, in partnership. The elected Course Reps give a voice to a myriad of students who might not otherwise have the chance to have their views and concerns expressed to the University. And that is really powerful. The fact we engage with students helps both the University and HUU learn, develop and get better at putting students at the heart of all we do.

The students who become Course Reps can be seen as the change makers within our student body. We want them to be empowered to make positive change that will directly affect the experiences that students have at the University, while developing transferable skills in organisation, time management, self-management, communication, leadership and problem solving. HUU passionately believes that the skills students develop by getting involved in Course, Department and Faculty level representation can add to enhance their work towards their degrees and gives them a set of great attributes for when they move on from University – this is only a good thing.

Having the support from yourselves, the staff in departments, is vital to the success of the Course Rep system. From the election of Course Reps in semester 1, to sharing minutes with HUU, to supporting Course Reps in bringing issues to Staff Student Committees – it’s all critical in helping Academic and Student Representation at the University of Hull flourish. So, thank you in advance for all your hard work this coming year – I really look forward to getting to know you and working with you. Please, don’t hesitate to get in touch with HUU through myself, the rest of the Sabbatical Team or Steve Ralph with questions or comments.

*Matt*

## Education & Representation Co-ordinator – Steve Ralph

Steve is our Education & Representation Co-ordinator (ERC). He covers the administration of the course representation system, serving as the first point of call for staff experiencing any problems with it. In addition, Steve will be providing general support for Course Representatives and any student based academic committees. Steve also works on the Student-Led Teaching Awards to ensure that students take part in the quality monitoring of the University as well as other projects within the Students' Union.

Each time an SSC takes place, please send the attendance list through to Steve in the first instance – this is so HUU can monitor Course Reps and reward those who engage with the system. Once minutes have been approved, please send them to Steve.



**Simon Hernandez**



**Steve Ralph**

## Vice-President (Scarborough) and Scarborough Education Officer

At times staff on Scarborough Campus may hear from Simon Hernandez, Vice President (Scarborough), and Gavin Francis, Scarborough Education Officer will be undertaking some duties in supporting Course Representatives.

Student representation gives students greater ownership of their education and a greater say in the ways in which their department, faculty or University itself is run! The representation system at the University of Hull is a fantastic collaboration between the University and the Union.

Representation is all about allowing students' views to be heard and valuing their input to bring about changes that benefit the Institution as a whole.

# Course Representatives

## NEW THIS YEAR!

- More in-depth calendar
- Reporting
- Role descriptions

Course Representatives are students elected to represent their peers on academic issues such as feedback, resources, teaching and module choices - among many other issues.

As such, Course Representatives are at the forefront of the representation system and have a unique opportunity to raise issues or problems to University members of staff through departmentally based committees that both staff and students sit on. These Staff-Student Committees (SSCs) form the base of representation and feed into the University's Faculty Boards and eventually Senate at the University and into Academic Council and Union Council at HUU. It is therefore important that you, our staff, help to co-ordinate these meetings and give students every opportunity to contribute. Just as importantly, students must be given ownership of this committee. It is their committee! Wherever possible let Course Representatives set the dates, set the agenda, chair and minute the meeting.

The core role of the Course Representative is to engage with other students regarding the issues they have and the problems they face regarding their course and University resources. These issues are then to be presented in a departmentally based committee comprised of key staff and the Course Representatives. These committees have previously gone by many names from 'Course Representative Forums' to 'Rep Meetings'.

*"The staff were really responsive to our ideas and have integrated some of them into the course."*

**This booklet will later cover how such committees are established, approved, run and who sits on them.**

Course Representatives go beyond sitting on SSCs. Some departments use selected Course Representatives to sit on their Departmental Boards as a representative of students, to help in departmental open days and as a support to academic staff, disseminating the views of the Students' Union to them. While these duties are based on the individual departments, remember that Course Representatives are students foremost and their studies and representative duties come first!



## Departmental Representatives

Each department or academic area must have an Under Graduate and Post Graduate Representative to advocate the views of Course Representatives and students within their area to their relevant Faculty Board meeting and, informally, to their Student Faculty Co-ordinator. HUU and the University used to previously call these 'Faculty Reps' however this was confusing as these Representatives are ultimately representing their department which is more identifiable to students. Departmental Representatives are the crucial links in ensuring issues from departmental level are fed up to the faculty directly by students.

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Faculty boards have changed due to Senate reform meaning that there will be more student representation on Faculty Boards. With more students attending Faculty Board, more support is required for them. The changes mean that faculty boards require:

- An International student
- An Undergraduate Student (per School or Department)



-A Postgraduate Student (per School or Department)

Please Note: You MUST ensure an undergraduate and postgraduate department rep are elected. If you are unable to do so, please email [huu-representation@hull.ac.uk](mailto:huu-representation@hull.ac.uk)

**PLEASE NOTE {QH:K2} states: At the first meeting of each Staff-Student Committee, Course Representatives should elect one Departmental Representative, and where this is not possible, must elect one at the second meeting. (para 35)**

Course Representatives on the Scarborough campus elect representatives to Faculty Boards for each of their SSCs in the same way as on the Hull campus. The outcome of the elections for each Departmental Representative must be communicated to HUU's Education & Representation Co-ordinator and the relevant Faculty Administrator or Faculty Manager.



## Faculty Co-ordinator

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Each faculty has a student Faculty Co-ordinator. The Faculty Co-ordinator is elected by students within their faculty in Semester 2 of the previous session to ensure they are in place for the start of the serving session. The nomination and election process is handled by HUU. The role of the Faculty Co-ordinator is to liaise regularly with Departmental Representatives and represent the views of all students in the faculty.

Faculty Co-ordinators represent students on the Faculty Learning, Teaching and Assessment Committee, Are supported by the Vice-President (Education) via HUU's Education Zone Committee are normally members of Senate. Student representation on the Scarborough Student Experience and Quality Committee and Assessment Committee is through the HUU Scarborough Education Officer, a member of HUU's Scarborough Executive and the Vice-President (Scarborough).

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HUU has created role specifications to help recruit reps of all levels and also to assist in the understanding of the divisions of representation.

## Role: Course representative

Responsible to/Support from:  
Respective Department Rep and Faculty Co-ordinator, academic department staff, Vice-President Education and HUU's Education & Representation Co-ordinator  
Responsible for: Those being represented on your course.

Working relationships: Department and faculty staff, academic societies, other representatives within your department.

### Duties and Responsibilities:

- Represent the views students to Staff Student Committees and Academic Councils
- Attend HUU Course Rep training
- Attend Academic Council
- Attend Faculty Forums (student organised)
- Assist HUU in disseminating wins
- Continue to perform the responsibilities of the Course Rep role

### Benefits:

- Gain more transferrable employability Skill
- Learn more about the University and Students' Union
- Be eligible for HUU's "Course Rep of the Year" award at the annual HUU Awards
- Influence University policy and decision making

### Commitment:

- Attend HUU Course Rep training (one session, two hours long)
- Attend Staff Student Committees (four per year)
- Attend Academic Council (five per year)

### Required for the role:

**We need you to be; outgoing, confident and friendly. If you feel you would like to develop these areas – this is the perfect opportunity to do so!**

**Note: this role only lasts for one academic year.**

### Possible progression:

**At the first Academic Council, HUU will run an election for an Academic Council Representative. At the first Staff Student Committee, there will be an election for two Department Representatives (one Postgraduate and one Undergraduate). HUU runs elections in March for Faculty Co-ordinators.**

# Role: Department representative

Responsible to/Support from: Respective Faculty Co-ordinator, Vice-President Education and HUU's Education & Representation Co-ordinator.

Responsible for:  
Respective Course Reps within own department.

Working relationships:

All Faculty Co-ordinators, department and faculty staff, academic society presidents, education zone members, Chair Postgraduates' Association, Chair Part-Time Students and Chair Mature Students.

## Duties and Responsibilities:

- Represent the views of the department to Faculty Board
- Attend HUU Department Rep training
- Attend Faculty Forums (student organised)
- Organise Course Reps (Pre-meets for Staff
- Student Committees within your department)
- Assist HUU in disseminating wins
- Continue to perform the responsibilities of the Course Rep role

## Benefits:

- Gain more transferrable employability Skills
- Learn more about the University and Students' Union
- Lead Campaigns
- Be eligible for HUU's "Department Rep

of the Year" award at the annual HUU Awards

- Influence University policy and decision making
- One-to-one support from your Faculty Co-ordinator, the Vice-President Education and Education & Representation Co-ordinator

## Commitment:

- Attend Faculty Boards (three meetings per year)
- Attend HUU Department Rep training (one hour)
- Continue to perform the responsibilities of the Course Rep role (Staff Student Committees and Academic Councils)
- Attend any Faculty Forums

## Required for the role:

**The only thing you need to be for this role is to be a Course Rep. We need you to be; outgoing, confident and friendly. If you feel you would like to develop these areas – this is the perfect opportunity to do so!**

**Note: this role only lasts for one academic year.**

# Role: Faculty Co-ordinator

Responsible to/Support from:  
Vice-President Education  
and HUU's Education &  
Representation Co-ordinator.

Responsible for:  
Respective Course and  
Department Reps.

Working relationships:  
All Faculty Co-ordinators, department  
and faculty staff, academic society  
presidents, education zone members,  
Union Council members, Chair  
Postgraduates' Association, Chair  
Part-Time Students and  
Chair Mature Students.

## Duties and Responsibilities:

- Represent the views of students to Faculty Board
- Attend HUU Faculty Co-ordinator Away Day and Department Rep training
- Attend Education Zone, Union Council and Academic Council
- Arrange Faculty Forums
- Organise Department Reps (Pre-meets for Faculty Board)
- Assist HUU in disseminating wins

## Benefits:

- Gain enhanced transferrable employability Skills
- Learn more about the University and Students' Union
- Invitations to University working groups
- Voting member of Union Council

- Be eligible for more awards at the annual HUU Awards
- Influence University and union policy and decision making
- One-to-one support from the Vice-President Education and Education & Representation Co-ordinator

## Commitment:

- Attend Faculty Boards (three meetings per year)
- Attend Union Council (six meetings per year)
- Attend HUU Faculty Co-ordinator Away day (one day)
- Attend Academic Council (five times a year)
- Attend Education Zone (once every two weeks)
- Any Faculty Forums arranged by the individual

## Required for the role:

**The only thing you need to be for this role is to be a registered student at the University of Hull. We need you to be; outgoing, confident and friendly. If you feel you would like to develop these areas – this is the perfect opportunity to do so! Note: this role only lasts for one academic year. (and one Undergraduate). HUU runs elections in March for Faculty Co-ordinators.**

## Remuneration

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It is crucial to ensure there is no disparity between departments and as such students must not receive any financial or other remuneration for serving as members of any University committee or group in their capacity as a Course Representative, Departmental Representative or Faculty Coordinator. This is written into the new Code of Practice (QH: K2, para 7) and must be adhered to.

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# Recruitment and Elections

Securing interest in Course Representatives is to the joint responsibility of departments and the HUU.

**The HUU is responsible for the main publicity and image of the course representation system while it is up to departments to ensure Course Representatives are actually recruited and elected.**

Hull University Union will be responsible for publicising course representation to students and will produce fliers, leaflets and posters to help promote the system. It would be helpful if members of the University could assist with providing areas for posters to be displayed within their various departments. In addition it is helpful if departments supplement this promotion by emailing their students, post notices on eBridge and promote Course Reps during registration. If your department has an associated student run society, it is even a possibility to have them promote Course Reps to their peers. Support for this can come from HUU's Sports and Societies Co-ordinator as well as the Education & Representation Co-ordinator at HUU.

HUU will also offer each department the opportunity for a member of the sabbatical team or Welcome Fest staff

to do a "lecture shout" to students during the first two weeks of the course. This will be a brief presentation of what the system is and the various benefits in getting involved.

Departmental contacts will be emailed about this opportunity and are advised to reply ASAP so we can try and get to as many lectures as possible. Please note we will attend all times that are supplied to HUU with our Welcome Fest Staff.

\*these dates are based on students commencing study on Monday 28 September 2015. For students commencing study on an alternative date, the dates published above should be adjusted accordingly. During the first two weeks, it is extremely important that all students, no matter their mode, stage or campus of study are made aware of the opportunity to be a Course Representative. It's therefore important that where possible you, the staff, assist with the publicity and tell students about it! Note from {QH: K2}: Prior to the start of the semester, each department must agree with HUU a deadline for the receipt of nominations. This will normally be the end of Week 2 of the semester. (para 18) Most importantly - if your department is struggling with how to promote the system, do not hesitate to ask a member of the HUU Education Team for help!

# Course Rep Calendar

Week of study	Week Name	Tasks	Date for standard UG/ PGT timetables
Week 1	Course Rep Awareness Week	Publicity for Course Representatives	w/c 28th September
Week 2	Course Rep Nominations Week	Nominations due in 9th October	w/c 5th October
Week 3	Course Rep Elections	Elections of Course Reps: End of Elections Friday 16th October	w/c 12th October
Week 4	Notify HUU of election results	All election results must to be sent to HUU by 5pm Friday 3rd October	By 23rd October (Please return earlier if possible)
Week 5	HUU Training Hull Campus	HUU Course Rep training Saturday 24th November	24 October-Friday 31st October
Week 6-8	First SSCs Note: HUU will hold mop-up training during this time	SSCs MUST elect an Undergraduate and Postgraduate Department Representative.	Week 6 W/c Monday 2nd November Week 7 W/c Monday 9th November Week 8 W/c Monday 16 November
Week 9	Reporting	SSCs to provide a report of actions to LEAP, HUU and the Faculty Managers HUU will hold Department Rep training in Week 9	Week 9 W/c Monday 23rd November Proposed for Wednesday 25th November
Week 9-11	Second SSCs	SSCs to elect Department Reps; 14th december	
Week 12	Reporting	SSCs to provide a report of actions to LEAP, HUU and the Faculty Managers	

# Department Responsibilities

**As previously stated, University departments are required to nominate two members of staff (one academic, one administrative) to be responsible for course representation.**

One of these must be delegated as RO (Returning Officer) and must maintain oversight of the nomination and election of Course and Departmental Representatives, and of notifying all results to HUU. Details of these duties will be outlined later. HUU's Education & Representation Co-ordinator will be your staff contact who will act as Assistant Returning Officer (ARO) for your elections and will support you in the process.

It is the head of department's responsibility to delegate these roles and ensure the HUU Education Team have a record of these contacts. These designated staff members will become the key contacts to be used by the Education Team when liaising with the course representation process so it is important to keep them up-to-date.

**PLEASE NOTE {QH: K2} states: Each department must appoint a returning officer (RO) to oversee the nomination and election of Course Representatives and to notify the results. HUU must appoint a member of HUU staff to act as assistant returning officer. (para 18)**

One of the departmental contacts for the representation system must be nominated as Returning Officer (RO).

## New this year! Reporting

HUU and the University are working in partnership to secure a more effective Course Rep system. Due to this SSCs are to report on issues raised and actions to a group comprised of LEAP, HUU and Faculty Managers. Investigating best practice where appropriate. Due to this all departments must submit reports Weeks 9 and 13 of the first semester and Weeks 7 and 12 of the second semester.

Any questions, get in touch with Jane Warne & Steve Ralph



# HUU Responsibilities

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- HUU has to communicate directly with department contacts.
- HUU is the central administrative point of the Course Rep system.
- HUU has to train and offer support to representatives
- HUU is to reward and recognise representatives

# Scheme of Representation

PLEASE NOTE {QH: K2} states: Student membership of SSCs is based on programmes of study. All programmes must have a clear representative structure. The following table specifies the recommended number of Course Representatives according to the number of students on the programme. It applies to full-time and part-time programmes at both UG and PGT level. All stages of a programme should be represented. (para 11)

Programmes with multiple shared core modules may share Course Representatives; this must be made clear to the students concerned.  
(para 12) a 18)

The staff scheme of representation is just as important as that of the students. Staff membership of SSCs should be representative of the range of programmes taught in the department and should normally include members of staff responsible for departmental learning and teaching matters, quality and standards, student progress, examinations and administrative matters. The total number of staff representatives should not exceed the total number of Course Representatives. External members of staff, such as members of Library staff, may be invited to attend.

## Ratio of students to reps

Number of students on programme <b>per stage</b>	Number of Course Representatives <b>per stage</b>
1-40	1
41-80	2
81-120	3
120+	4

# Nomination and Election of Course Representatives

As previously stated, University departments are required to nominate two members of staff (one academic, one administrative) to be responsible for course representation. To recruit Course Representatives, all departments must use the specified nomination form. It should be noted that Hull and Scarborough campuses have different nomination forms. These forms are available from the following sources:

- HUU Website - [www.hullstudent.com/Education](http://www.hullstudent.com/Education)
- HUU Reception
- Email: [huu-representation@hull.ac.uk](mailto:huu-representation@hull.ac.uk)
- Quality Handbook: [www2.hull.ac.uk/administration/policyregister/qualityhandbook/sectionk.aspx](http://www2.hull.ac.uk/administration/policyregister/qualityhandbook/sectionk.aspx)

## Collecting Nomination forms and Elections

(Students can hand in nomination forms either to the department or the Union Building). HUU will pass on nomination forms submitted to it to departments. The deadline for nomination forms to be handed in by students is 5pm Friday at the end of week 2. (Friday 9th October).

Once nomination forms are handed in and if the number of candidates exceeds the number of positions it is the responsibility of the departments to display these forms and if possible make them available to students online in preparation for elections for example via the VLE.



PLEASE NOTE {QH: K2} states: After the nomination deadline, the RO must call an election if the number of candidates exceeds the number of positions. It is the responsibility of the RO to publicise by all available means the names of the students nominated and the details of the election process. Elections will normally take place in Week 3 of the first semester. (para 19) Elections must be held in closed forum using an appropriate paper or online method, and not by a show of hands. First-past-the-post is the preferred method of deciding the outcome of elections. Only those falling within the constituency of the representative may vote in the election. (para 20)

## Election results

Once elections have taken place it is vital to notify the relevant people of the results! The nomination forms of those elected and their contact details must then be returned to the Students' Union no later than Monday of week 4 of study (Monday 23 October for the majority of students). This gives us maximum time to start the training programme for Course Representatives which we hope to run before the first SSC. It is therefore vital that departments get these details back to us in a timely fashion.

### **Important notices about re-appointments and end of session elections!**

Note from {QH: K2}: Departments must not allow existing Course Representatives to be automatically re-appointed from one year to the next without going through the nomination and (if necessary) election process. (para 21) Note from {QH: K2}: Departments must use the agreed election week as specified by HUU, usually week 3 from the start of the programme. This helps to ensure clarity of communication to all students in course representation publicity. As such, departments must not hold elections for continuing students at the end of the session. Departments may however collect nomination forms in the previous session ready for the session ahead. (para 22)

It is important to note that the department should also ensure they publicise to their students who their Course Rep is so they know who to contact regarding any issues they have! Not only should these details be shared post-election, it is important that students have a convenient way to access these details throughout the year.

This can be done by listing Course Representatives on a notice board, through eBridge or on a shared network drive (or all three!) So there we have it! Your department should now have a full set of elected representatives to run your SSC as well as report to Departmental Representatives, Faculty Co-ordinators and HUU's Academic Council.

HUU will provide you with a poster that has room for Course Representative names and email addresses. This also has the feedback charter displayed as well as the working in partnership logo and also contact details of Matt and Steve.

**PLEASE NOTE {QH: K2} states:**  
The RO must declare the results of the election as soon as possible, and no later than three working days from the end of polling. Both successful and unsuccessful candidates must be notified individually. The details of elected Course Representatives, including the name, University email address, course, stage, mode of study and year of study, must be returned to HUU at the same time. All nomination forms (or copies), including those for unsuccessful candidates, must also be returned to HUU for use in diversity and equality monitoring. Departments must complete the declaration of election on the back of the form for successful candidates. (para 23)

## Academic Council

Academic Council meets five times a year. It is a place where HUU can engage directly with Course Reps.

Please do not hold SSCs on these days as this is when Academic Councils are planned.

Number of Academic Council	Date	Start and End time of Academic Council	Additional event?	Location
1	Monday 2nd Novemeber	Morning 11:15am – 12:30pm Evening 6:15pm – 7:30pm	Social in Johnny Mac – followed by 'Cheeky Mondays'	Meeting Room 1, University House (Students' Union building, first floor)
2	Tuesday 17th Novemeber	Morning 9:15am – 10:30am Afternoon 4:15pm – 5:30pm		Meeting Room 1, University House (Students' Union building, first floor)
3	Monday 1st February	Afternoon 1:15pm – 2:30pm		Meeting Room 1, University House (Students' Union building, first floor)
4	Friday 11th February	Morning 10:15am – 11:30am Afternoon 5:15pm – 6:30pm	Social in Johnny Mac	Meeting Room 1, University House (Students' Union building, first floor)
5	Monday 9th May	Afternoon 3:15pm – 4:30pm	HUU Course Rep Recognition event - details to be revealed later...	Meeting Room 1, University House (Students' Union building, first floor)

# Staff Student Committees

**Every distinct academic area must establish a staff-student committee (SSC). This is normally established at the level of the individual academic department.**

In academic areas where departments do not exist, the SSC must be established at an equivalent level, such as a major subject area. The establishment of SSCs at levels other than the departmental level must be approved by the relevant Faculty Learning and Teaching Committee (QH: K2, para 8).

## SSC's must

- Happen four times a year
- Have agendas with times and places sent out a week before the meeting
- Send minutes to the Education & Representation Co-ordinator (Steve. ralph@hull.ac.uk) so that the Course Rep Accreditation scheme can work as well as allowing HUU to track academic issues.
- Send reports to LEAP and HUU

Meetings should give Course Representatives an opportunity to raise issues not formally included on the agenda. The SSC can also be used by staff to gather student feedback on issues within the department. Remember to appoint your Department Rep.

We strongly advise that during the first meeting a Course Representative is nominated as the chair of the committee and another nominated as secretary. These meetings should be student led and student focused. The role of the chair is to ensure meetings proceed to the agenda and that

everyone within the committee has a fair chance to speak and make their point. The secretary of the committee will have the responsibility of taking minutes as well as arranging meeting dates and venues, this is usually a member of staff. The Course Representatives should: Report in each SSC any issues students have raised with them. If the Course Representatives did not contact the secretary to add the particular matter to the agenda it should be raised in AOB or within a 'Student Issues' item on the agenda.

- **The SSC should try and reach an issue raised. This could involve students collecting more feedback or arranging something or could involve staff members creating solutions or reporting issues elsewhere.**

- SSC meetings are minuted and recorded. Non-departmental issues raised across several SSC meetings can be brought to higher levels of student representation so do not discourage non-department issues. Many issues, while not departmental in nature do indeed involve the department (such as library books) so ensure Course Representatives are free to raise any relevant issue.

- Course Representatives should report back to the student body regarding any outcomes and changes that have taken place from the SSC. Course Representatives should report their successes to the Union too! It's nice to know when a difference is made! Their peers also deserve to know how they are being represented. SSC minutes should be made available on eBridge or a shared network drive

## What can be discussed at SSCs?

PLEASE NOTE {QH: K2} states: The committee must be free to discuss any business relating to the overall student learning experience including but not limited to:

### Resources

- **Library and IT resources**
- **Student Support (i.e. staff and services)**
- **Project work**
- **Quality and availability of resources**
- **Academic support tutor system**

### Evaluation

- **Learning and Teaching methods**
- **Student evaluations**
- **Quality of teaching**
- **University and departmental academic policy**
- **Module Evaluation**

### Feedback

- **Content and quality of programmes and modules**
- **Feedback and evaluation on assessed work**

Staff-student committees must not discuss individual members of staff by name, individual students by name, personal complaints or personal grievances. If such issues are raised, students must be reminded of alternative mechanisms through which such matters can be raised. Where necessary, Course Representatives should advise their peers to follow University procedure on Academic Complaints, or possibly Academic Appeal. Students raising such issues with Course Representatives should be referred to their personal supervisor, who should be the first point of contact where there is an academic problem.



## Staff-Student Committee composition and membership

The Code of Practice on Partnership with students in the management of quality and standards (QH:K2, paragraphs 11-15) requires that the department appoint the best composition (membership) possible to facilitate the workings of the Staff-Student Committee, i.e. the ability to respond in a timely manner to issues raised by Course Representatives at the Staff-Student Committee. To assist in this process, Learning Enhancement and Academic Practice and HUU has drafted {QH: K2} Annexe 3, Checklist to confirm compliance with QH:K2 (establishment and membership of SSCs).

[http://www2.hull.ac.uk/administration/policy\\_register/quality\\_handbook/section\\_k.aspx](http://www2.hull.ac.uk/administration/policy_register/quality_handbook/section_k.aspx)

### **NOTE FROM {QH: K2}:**

The proposed composition of SSCs must be approved by the relevant dean or nominated representative at faculty level and be notified to HUU and Learning enhancement and academic practice prior to the start of the academic session. (para 15)

## Important note for Hull based departments

A representative of Library and Learning Innovation (LLI) would like to be invited to each Staff - Student Committee. With the upcoming operational and physical changes to LLI, Staff-Student Committees are an important opportunity to communicate directly with the student body to discover what their experiences are. Please contact [bjlcollections@hull.ac.uk](mailto:bjlcollections@hull.ac.uk) to invite a representative. This may be a Skills Adviser, Librarian or eLearning Officer and this may be subject to change for each individual meeting.

# Supporting Course and Departmental Representatives throughout the year

Both the Students' Union and the department have the responsibility of providing support to Course Representatives throughout the year.

HUU acts as a permanent contact for Course Representatives should they have any problems and the Vice-President (Education) is there to ensure their issues are raised and funnelled to appropriate committees. The Students' provide shorter refresher sessions for returning Course Representatives. These training sessions will help provide Course Representatives with the skills they need to be successful in their post. While the Students' Union will be contacting Course Representatives regarding these sessions, it is important for departments to remind all Course

Representatives to attend these sessions. Feedback from training over the last two years has been exceptionally positive with a 99% satisfaction rate in for both years.

HUU will be providing training as well as organising Academic Council and other educational meetings to ensure reoccurring and major issues are debated and brought to the relevant committee. We provide students with extensive, informative and fun training that all students should be encouraged to attend and once again we will are some comments: preparation for elections.

## Resources

**The department should assist Course Representatives by helping with reasonable photocopying requirements for agendas and minutes.**

It is also important to help Course Representatives market SSC meetings by forwarding emails or allowing Course Representatives permission to message via-eBridge.

Some departments even set-up Course Representatives run eBridge sites so they can collect feedback through eBridge forums. You should also help the SSC with arranging dates for meetings as well as booking rooms. Where ever possible, the department should allow Course Representatives to have some notice board space and assist Reps in promoting themselves.

## Rewards and recognition

This year HUU is launching an accreditation scheme where reps will be rewarded for their efforts.

This is the first time we have done anything like this we would appreciate patience with this project. We need your help in that we need to be made

aware of which reps attend meetings and which don't. This scheme is in place to assist in developing reps but also so we can monitor and contact those reps that aren't contributing as much as they could do.

HUU's (Hull University Union) Course Rep Reward Scheme is a way for Course Rep efforts to be rewarded; they will receive different rewards for reaching different levels. In being a Course Rep their contribution is greatly appreciated by fellow classmates and by HUU. We monitor Academic Council and Staff Student Committee attendance, this is the basis for the award scheme.




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2 x Academic Councils (Attending or Apologies)  
 1 x Staff Student Committee  
 Attend Course Rep Training




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4 x Academic Councils (Attending or Apologies)  
 3 x Staff Student Committees  
 Attend Course Rep Training  
 1 x Additional Training module  
 Attend Conference  
 Submitted one piece of "Evidence of Change"




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5 x Academic Councils (Attending or Apologies)  
 4 x Staff Student Committees  
 Attend Course Rep Training  
 2 (or more) x Additional Training modules  
 Attend Conference  
 Submitted several pieces (or one large piece) of "Evidence of Change"  
 Taken part in campaigns

**Bronze** - Email certificate

**Silver** - Physical Certificate

**Gold** - Physical Certificate, Personal Message and another reward (TBC)

**Note:** If apologies have been sent to both SSCs and Academic Councils multiple times, we will investigate before awarding any level.

## Evidence of Change

Course Reps are part of the partnership that students have with the University, with this in mind HUU and UoH want Course Reps to be change makers. We also want to celebrate the impact that Reps have! We request that reps submit their changes through HUU's website their impact. It can be anything

from changing assignment dates to having the timetable changed to benefit students. No change is too big or small.

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## Hull Awards


This scheme is designed to complement the Hull Employability Award, being a rep is a great way for students to express the graduate attributes. The more they do as a Course Rep means the more they will be able to succeed in the Hull Award and progress within the Course Rep system. For information on the Hull Award, please consult its website

<http://www.hullawards.hull.ac.uk/>

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These awards can only be given if we receive minutes from your department or school. Ensure that your department is disseminating the minutes to other students and HUU.

As you can see, we have set dates for when we would like to reward reps, they means we can have a progressive award scheme, instead of simply reflective. This hopes to encourage reps to take more of an active role and attend more SSCs. The dates we have set have been in place so that we can ensure that reps are rewarded as the year goes on.



## Hints and Tips

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This section highlights a few handy tips from across the University when it comes to representation:

1. Democracy at its best – why not hold your Course Representative elections online through the VLE.
2. Give Course Representatives some notice board space in the department. They can use this to keep students up-to-date on developments.
3. Display photographs of your representatives in the department. This should be both on notice boards and online.
4. Share additional contact details of Course/Departmental Representatives with students. Are your representatives happy giving out their Skype, personal email or mobile details?
5. Help facilitate online discussions by creating a student only programme site on VLE so representatives can engage with students online?
6. Why not hold Staff-Student Committee meetings multiple times to maximise participation. While running the meeting twice doubles the workload, it allows more representatives to engage where a single meeting date is too restrictive.
7. Why not invite your Departmental Representative to sit on your Departmental Board? It is a great way of engaging students and you can always use reserved business for sensitive issues!
8. If you have a joint/with Course Representative – do not forget to advertise the representative's details in both departments

# Periodic Review

Student Reviewers are a separate function to Course Representatives. Learning Enhancement and Academic Practice work with HUU to maintain a pool of such Student Reviewers.

PLEASE NOTE {QH: K2} states: A student representative from an area other than that being reviewed must be included in all periodic review panels, and must be treated as a full member of the panel with no restrictions on remit. (para 42)



## Thank You

for taking the time to read this and thank you in advance for all your work. Course representation would not be possible without the hard work and dedication from University staff such as yourselves. Hull University Union truly appreciates these efforts and we look forward to continuing our successful partnerships for another successful year.

The Hull University Union  
Education Team



# The Hull University Union Education Team

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## HUU Education Team (Cross Campus)

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## Learning Enhancement and Academic Practice

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## Faculty Co-ordinators

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### **Hull York Medical School**

Vacant





## Things to remember

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1. Elect Course Reps in Week 3 (1 Rep, per 40 students per course per year)
2. Elect Department Reps at the first SSC between Week 6 – 8
3. Submit Reports to HUU, LEAP and Faculty Managers (as well as minutes)

