

Student Academic Representation Code of Practice

Introduction

The Academic Representation System at the University of Worcester is a partnership between the University of Worcester and Worcester Students' Union. The system aims to ensure that every student (undergraduate, postgraduate taught and postgraduate research) is both effectively represented and through the system able to feed into the University's efforts to drive forward quality assurance and enhancement and to inform student learning.

This document is relevant to all parties involved within the Academic Representation System and lays out processes and principles that should be adhered to by all. Parties include:

- The University of Worcester (including staff from the senior leadership team to teaching and support staff)
- Worcester Students' Union
- All registered students at the University of Worcester

The University and the Students' Union believe that a holistic view of student engagement is central to quality representative structures. The University of Worcester and Worcester Students' Union are committed to ensuring that students have opportunities to engage in and influence their academic experience at all levels throughout the institution. It is essential that students' views can be represented through from module level to Board of Governors. Some of these areas; for example, module evaluation, will sit outside the Academic Representation structure.

Effective student representation is integral to the University's work to enhance quality, ensure genuine student engagement in the learning process and in ensuring the relevance of its curricula. This can only be delivered through a genuine partnership between the University, its students and the Students' Union.

This document aims to provide a framework to deliver effective representation structures that enables a genuine partnership between students and the University ensuring a balance of consistent practice across all Schools while also recognising the specific needs of and characteristics of individual courses.

This Code of Practice should be used alongside the Handbooks produced for both students and University and Students' Union staff involved in the delivery of the Academic Representation System.

Postgraduate research degree student representation will sit separately but alongside the system for students on taught courses. Areas of the Code of Practice only relevant to undergraduate or postgraduate taught students are coded with a coral margin. Those areas specific to postgraduate research are coded with a blue margin.

Implementation of the Representative System at partner institutions of the University of Worcester

The University of Worcester works with a range of partner institutions to deliver courses at locations across the United Kingdom and internationally. These partner institutions have varied levels of developed Academic Representation Systems. Some will have independent representation systems while others may choose to operate the University of Worcester system. The Students' Union will work with partners to deliver support where required, subject to resources available.

Principles of the Academic Representation System

1. Active constructive student engagement is central to the University's ability to provide for the assurance and enhancement of quality.
2. All students are trusted as valued decision makers and meaningful partners in their education.
3. There will be committee student representation at all levels from course level to university level.
4. All students should have access to the Academic Representation System and through the system have the ability to feed into the development of their own learning and/or research experience.
5. All students should be able to stand for the position of Course Representative if they wish.
6. Student Feedback should be able to flow from the module and course level up to School, College and University level.
7. Responses to Feedback should be open, timely and transparent. Staff (University and Students' Union) and Academic Representatives will work together to ensure this is effective.
8. Where students sit on meetings and committees, they will be full members in receipt of all papers and able to contribute throughout. There will be an opportunity for a student to co-chair meetings with staff, when appropriate.

Principles of Partnership between the University and the Students' Union

1. The University will provide appropriate levels of academic and administrative resources to facilitate student representation within Colleges, Schools, Departments and at the Course level.
2. The Students' Union will work to create and enhance relationships across the University, providing resources, expertise, advice and support to facilitate the Academic Representation System across courses, Colleges and Schools.
3. The University and Students' Union will work together to respond to feedback from students, working together to enhance the student experience and the quality of teaching and learning.
4. The University will respect the Students' Union's right to campaign on issues that affect its members.
5. Academic representatives will form a key part of the Students' Union's representative structure.
6. Overall responsibility for the Academic Representation System sits with both the Deputy Provost and the Students' Union Vice President Education.
7. The University and Students' Union will oversee the effectiveness and administration of the Academic Representation System through the Academic Representation Oversight Group (AROG).

Role of the Directorate of Quality and Educational Development and the Academic Quality Unit

The University's Directorate of Quality and Educational Development (DQED), within which the Academic Quality Unit (AQU) plays a key role, takes lead responsibility for quality assurance and enhancement for taught courses and develops policy and practice in relation to learning, teaching and assessment. Within this remit, DQED also manages the module evaluation process and external

and internal student surveys such as the National Student Survey (NSS) and Course Experience Survey (CES).

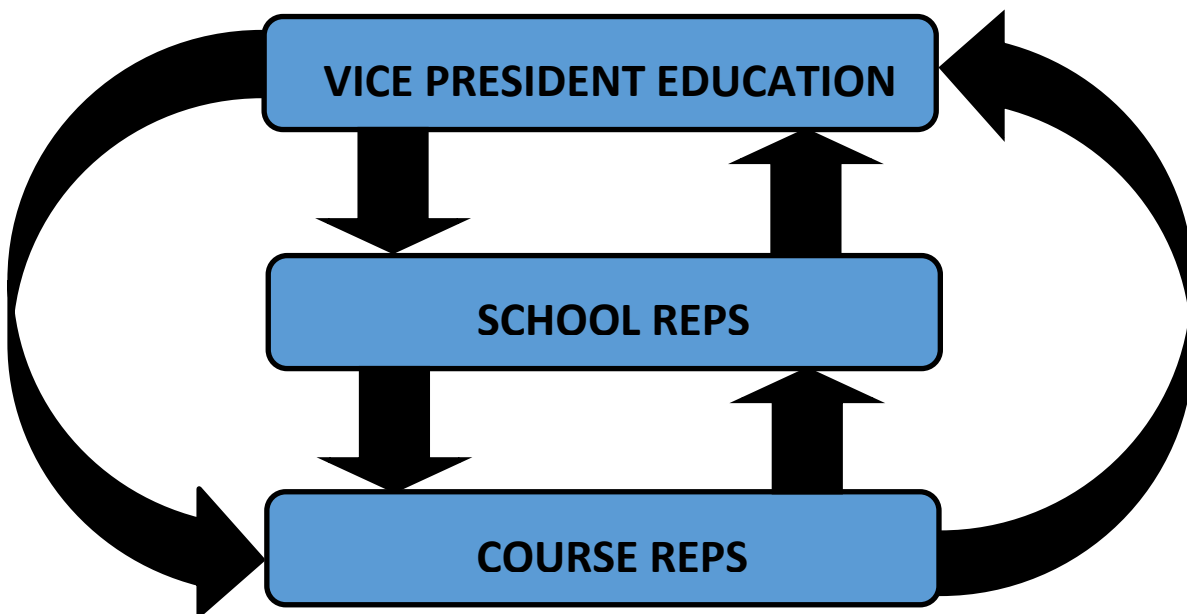
Responsible for the central management and co-ordination of all aspects of the University's quality assurance and enhancement processes, DQED/AQU works closely with students, the Students' Union, academic Schools and partner organisations in providing advice and guidance and ensuring the effective implementation of policies and procedures.

Academic Representation Oversight Group (AROG)

- The Academic Representation Oversight Group (AROG) is responsible for:
 - Monitoring and administering the operation of the Academic Representation System
 - Oversight of the elections process, acting as returning officer for Academic Representative Elections
 - Regular review of the Academic Representation Code of Practice
 - Responsible for the interpretation and implementation of the Academic Representation System Code of Practice and any supplementary documents
 - Ensuring all staff who support the Academic Representation System have an appropriate level of support.
 - Reviewing and make any final decisions on requests from courses and/or Schools to alter their representation structure/depart from the Code of Practice's guidelines.
 - The group can delegate its responsibilities for the day to day running of the Academic Representation System
 - Additional responsibilities can be found in the Committee's Terms of Reference
- AROG will report to both the Students' Union's Student Council and the University's Learning, Teaching and Student Experience Committee (LTSEC) through an annual Academic Representation Evaluation and Impact Report".
- AROG will formally meet a minimum of twice per year with smaller working groups of members meeting as appropriate.
- Membership of AROG shall comprise the following:
 - Deputy Provost (University)
 - Vice President Education (Students' Union)
 - Head of Academic Quality (University)
 - Student Engagement Manager (Students' Union)
 - Director of Access and Inclusion (University)
 - Project Manager (Student Surveys and Quality Enhancement)
 - 1 College Director Learning, Teaching and Quality Enhancement (University)

The Academic Representation System Structure – Undergraduate and Taught Postgraduate

The Academic Representation System for undergraduate and taught postgraduate at Worcester consists of three levels of student representation. These include the Vice President Education, School Reps and Course Reps that work at the University, College, School and Course level respectively.



Student Roles

As stated above the University and the Students' Union will work together to ensure that there is student representation across all levels of University committee.

Vice President Education

- This role is elected by cross campus ballot in accordance with the Students Unions' bye-laws and the Education Act 1994.
- The Vice President Education is the lead representative for Worcester students on matters relating to their academic experience.
- The Vice President Education will give regular updates from meetings attended relaying information as appropriate to all Reps.
- A full role description can be found on the Students' Union website.

School Reps

- In order to ensure that students' interests are represented at College and School level, Worcester Students' Union and the University of Worcester recruits School Reps in each School.
- Worcester Students' Union and the University of Worcester should appoint 1 School Rep per department with at least two Reps per School. These should be reflective of the varied departments and size of School.
- The positions should be reviewed annually by Worcester Students' Union and the University of Worcester.

- School Reps will receive a bursary each semester, provided that the individual has attended at least 70% of meetings required and that they have undertaken and submitted their end of semester 1 report and end of year reflective review.
- One School Rep from each College will sit on the Union's Student Council.
- The School positions are:

School of the Allied Health & Community

- Health & Social Science
- Paramedic Sciences

School of the Arts

- Art & Design
- Theatre
- Film

School of Education

- Children & Families
- Education & Inclusion
- Primary Education
- Secondary Education

School of Humanities

- English Media & Culture
- History, Politics & Sociology
- Law

School of the Nursing & Midwifery

- Nursing
- Midwifery

School of Psychology

- Psychology
- Criminology
- Postgraduate Taught

School of Science & the Environment

- Biological Sciences
- Geography, Archaeology & the Environment

School of Sport & Exercise Science

- PE, Dance and Coaching
- Sport Development, Management & Therapy
- Sport & Exercise Science

Worcester Business School

- Business
- Computing

Any changes to the agreed allocation of School Reps must be agreed by the Academic Representation Oversight Group (AROG).

Responsibilities

In order to fulfil their roles, School Reps will be expected to:

- Represent the broad range of student views from the range of courses within their School department. School Reps should aim to represent the full diversity of their cohort and act professionally in line with the Students' Union's vision and values.

- Act as a channel of communication between Course Reps, other School Reps, the Student Engagement, Representation and Communications Coordinator (SERCC), the Students' Union and senior members of School, College and University staff.
- To attend training for the role, complete regular Rep Journals and attend the relevant meetings.
- Assist with the delivery of induction talks, promotion of surveys such as the NSS and CES and training for Course Reps in collaboration with the SU.
- Assist the School and College with a range of activities related to student recruitment, retention and student experience. This includes arranging and supporting the delivery of student led School and College meetings when appropriate.
- School Reps are expected to work with the Students' Union as members of the Education Council and as representatives within the Union structure to campaign on both national and local issues, where appropriate.
- Attend and contribute to the Course Rep Forums and Conference.
- Promote the Student Academic Representation system.
- Uphold principles of democratic representation challenging inequalities and championing inclusive practices.
- Identify good practice in terms of learning, teaching and assessment and seek to ensure that these are embedded more widely.
- Keep a record of activities undertaken and complete the appropriate record/claim form and submit it by the due date to the Vice President Education.

Course Reps

- In order to ensure that students' interests are represented at course level, Worcester Students' Union and the University of Worcester recruits Course Reps for courses or a group of courses.
- The allocation of the number of Course Rep positions available should follow the guidance below in conjunction with the defined terms of the glossary.
 - A Course with 40 students or less at a level should be represented by 1 Course Rep per level.
 - A Course with between 41-80 students at a level should be represented by 2 Course Reps per level.
 - A Course with over 81 students at a level should be represented by 3 Course Reps per level.
- Any changes to the agreed allocation of Course Reps must be agreed by the Academic Representation Oversight Group (AROG)
- Any changes must be agreed before the start of the academic year for that course.
- All Course Rep positions should be appointed in accordance with the Students Union election guidance which will be published annually.

Responsibilities

In order to fulfil their roles, Course Reps will be expected to:

- Attend an annual training session, complete at least one Course Rep journal per semester, assist in the promotion of surveys such as the NSS and CES and attend their relevant meetings.
- Establish and maintain communications with the SU's Vice President Education, their Course Leader, Course Rep Coordinator and their School Reps.

- Represent students' views at course level, attending and making contributions to Student Staff Liaison Committees. Course Reps should aim to represent the full diversity of their cohort and act professionally in line with the Students' Union's vision and values.
- Consult with the students they represent and present findings at Student Staff Liaison Committees and to course leaders in between meetings. Course Reps are then responsible for feeding back to students the outcomes of their feedback.
- Identify good practice in terms of learning, teaching and assessment and seek to ensure that these are embedded more widely.
- Course Reps are expected to assist academic staff in developing solutions to the problems identified by students if appropriate.
- Uphold principles of democratic representation challenging inequalities and championing inclusive practices.

University Staff Roles

Academic and support staff are vital in the delivery of effective student academic representation. The key roles within the system are the Student Engagement, Representation and Communications Coordinators and in some larger Schools, Course Rep Coordinators. However, for the system to be truly effective, senior staff members, alongside College Directors of Learning, Teaching and Quality Enhancement, School Quality Coordinators, Learning and Teaching Coordinators and Course Leaders within the School must have oversight and regular engagement within the system.

Academic Representation Coordination Team

Student Engagement, Representation and Communications Coordinator

The Student Engagement, Representation and Communications Coordinator has an oversight of the entire Academic Rep System within their School. The Student Engagement, Representation and Communications Coordinator should regularly communicate with all the School and Course Reps, working with the SU to support them. They arrange a drop in/surgeries or Course Rep clinics in advance of the SSLC for Course Reps to attend. They also play a key role in ensuring that feedback outcomes and changes are fed back to Reps and the wider student body.

Course Rep Coordinators

In larger Schools additional Course Rep Coordinators may be appointed. The Course Rep Coordinators have an oversight of all the Course Reps within their departments and provide similar support to SERCCs.

Head of School

The Head of School is responsible for the appointment of the Student Engagement, Representation and Communications Coordinators (and Course Rep Coordinators if appropriate) before the beginning of the academic year. The Head of School is also expected to hold one School Forum a semester. In addition, they should have regular communication with their School Reps, meeting at least twice per academic year. They are responsible for the oversight of the rep system within their School and ensuring that Student Engagement, Representation and Communication Coordinators submit reports to AROG. They should actively seek student engagement and ensure that actions taken resulting from student feedback are communicated back to students.

Head of Department

The Head of Department is responsible for ensuring that students' views are embedded at the department level and working with the Student Engagement, Representation and Communications Coordinators (and Course Rep Coordinators) to ensure that actions resulting from feedback are cascaded to students.

Course Leader

The Course Leader is a key facilitator of the system and is responsible for facilitating the election process for the Course Reps. Upon successful appointment, the Course Leader should ensure that the Course Reps are included in any relevant mailing lists, uploaded to SOLE and invited to the year's Student Staff Liaison Committees. They should liaise with the relevant Student Engagement, Representation and Communications Coordinator or Course Rep Coordinator so that details of meetings can be relayed to the Academic Representation Oversight Group (AROG). They are responsible for encouraging student representation on their course. They are also responsible for ensuring relevant module level student feedback is fed in to SSLCs.

Other responsibilities include:

- Working with module tutors to promote and advertise the Course Rep position in the induction period
- Supporting Course Reps at different levels to work as a team. Course Reps should be providing a strong support network for each other
- Making sure all students know who their Course Rep is and how to contact them
- Inviting Course Reps to SSLCs
- Sending minutes of SSLCs to the SERCC
- Promoting and encouraging feedback throughout the year, providing regular opportunities for Course Reps to engage with students (shout outs/Facebook groups/focus groups etc.)
- Encouraging Course Reps to fill in Course Rep journals to enable the Students' Union to identify trends and evidence impact
- Working with Course Reps to communicate to student's progress and outcomes of their feedback

College Directors of Learning, Teaching and Quality Enhancement and School Quality and Learning and Teaching Coordinators

The College Director, supported by the above Leads in each School, is responsible for ensuring that student issues are brought to College Learning, Teaching and Quality Enhancement Sub Committees (LTQE). and working with the SERCC and Course Rep Coordinators to ensure that outcomes are fed back to Reps and the wider student body. They should actively seek student feedback on Learning and Teaching within the College and the Schools within it.

Support Staff

Schools should work to ensure that the Student Engagement, Representation and Communications Coordinator (and Course Rep Coordinators) have sufficient support in order to conduct their responsibilities effectively. Support may include meeting administration (including printing for students), correspondence to Reps and planning.

Students' Union

Student Engagement Manager and Student Voice Assistant

These staff members will manage and administer the Academic Representation System within the Students' Union and will be the main point of contact for staff. They will support the Vice President Education as the lead student representative.

Appointment and Election of Roles

School Reps

1. To ensure that students' interests are represented at School level, Worcester Students' Union and the University of Worcester recruit School Reps in each School to sit within the Students' Union's representative structure.
2. School Reps are appointed from the pool of Course Reps through an application and interview process conducted between Worcester Students' Union and a Course Rep Coordinator/ the Student Engagement, Representation and Communications Coordinator. Schools or Departments with large numbers of top up or one-year courses may recruit, with agreement from AROG, outside the normal recruitment cycle.
3. All Course Reps should be given the opportunity to apply to become a School Rep and represent the students in their School.
4. Where a student has been a School Rep for a year, it should not be assumed that they will continue in the role in the next academic year, but if they wish to do so, their interest should be noted alongside that of other Reps.
5. At the end of the application process, Reps are invited to an interview for the position. Subsequent to all interviews, Worcester Students' Union and the relevant Rep Coordinator agree together the successful candidate.
6. School Reps should be appointed before the end of the final assessment week of the academic year. School Reps' term of office will run from 1st August to 31st July.
7. School Reps continue in their role as Course Rep for their given course.

Course Reps

1. To ensure that all students are represented, Worcester Students' Union and the University of Worcester set the required number of Course Reps on an annual basis according to the agreed ratio of students per Rep.
2. *Where there are a number of small similar courses these may grouped together as one course for the purpose of the representation system*
3. Course Reps should not be selected or appointed by Course Leaders they should be elected by students.
4. All Course Rep elections should be transparent, free and fair. Elections by raising of hands should be avoided.
5. All students should be given the opportunity to express their interest in being a Course Rep to represent the students on their course at the beginning of each academic year.
6. Where a student has been a Course Rep for a year, it should not be assumed that they will continue in the role in the next academic year, but if they wish to do so, their interest should be noted alongside that of other students.
7. All Course Reps should be elected by the end of week 4 of their academic calendar (Undergraduate / Post-Graduate Timetable) regardless of course.
8. Course Reps for levels 5 and 6 can be elected for the following year in the final weeks of teaching before the final assessment week of the academic year. If a new Rep is elected,

they do not take up their role until the first teaching week of the following academic year and the current Rep remains in position until the end of the academic year. Courses with large numbers of top-up students, for example, may wish to be more flexible to ensure students can be included.

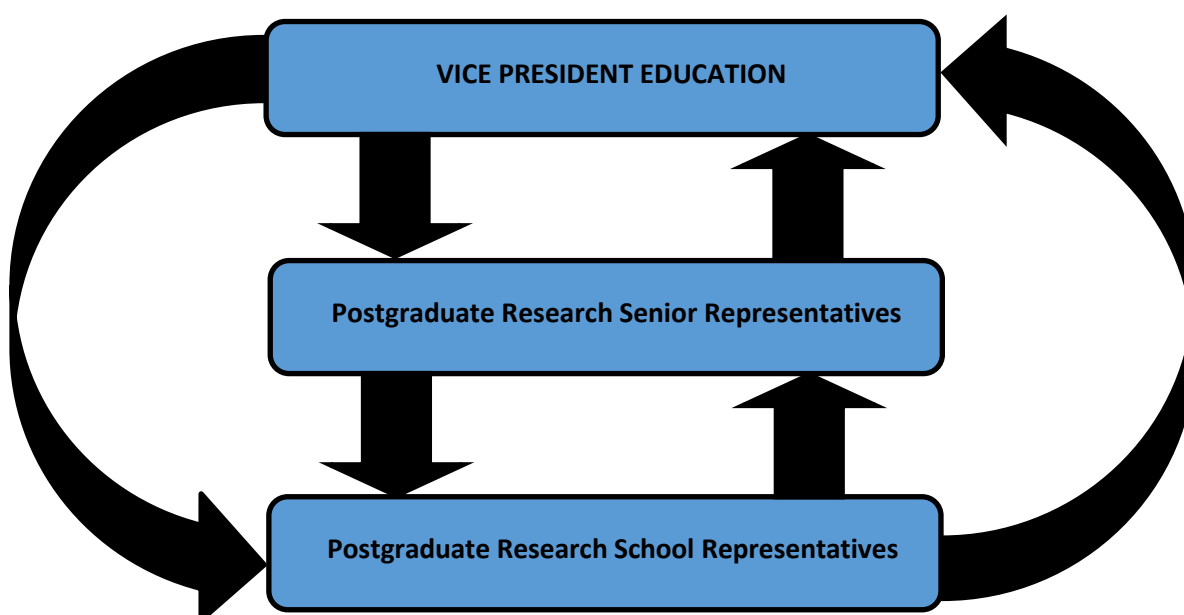
9. The allocation of the number of Course Rep positions available should follow the guidance below in conjunction with the defined terms of the glossary.
 - a. A Course with 40 students or less at a level should be represented by 1 Course Rep.
 - b. A Course with between 41-80 students at a level should be represented by 2 Course Reps.
 - c. A Course with over 81 students at a level should be represented by 3 Course Reps.
10. Should a course require further student representation the Course Leader should make an application in writing to their Head of School. Following consideration of the change by the Head of School, applications must be sent to the Academic Representation Oversight Group for final approval.
 - a. A list of approved variations in Course Rep numbers should be recorded in the appendix of the Academic Representation Code of Practice.
11. Course Reps represent the following groups of students in relation to course.
 - a. Course Reps are responsible for one course and level only.
 Courses that allow for single and joint honours pathways do not require a Rep for each level. Course Reps represent all students' joint and single honours on that level.
 - b. Subjects that can only be studied as part of a joint honours course require a representative for that subject at each level. This representative will represent all joint honours combinations that include that subject (at their level).
 - i. E.g.: Geography – Offered as Single and Joint Honours
 History – Offered as Single and Joint Honours
 Politics - Offered as Joint Honours
 Student A studying Joint Geography and History. As both have single honours representation at all levels no further Course Reps are required on top of the single honour's representation at that level.
 Student B studying Joint History and Politics History has single honours representation at each level and therefore no further representation is required. Politics is only available as a joint honours course and therefore has no single honour representation at that level. A joint honours politics representative is therefore required to represent all joint honours politics students at that level.
 - ii. Students that are on a joint honours pathway and would like to submit subject specific feedback should seek to report this to the course rep specific to that subject.
 - iii. If the feedback is not specific to a subject the student has the option to feedback to any (or all) of the course reps that represent them.
 - iv. Joint Honours students that wish to stand as a Course Rep will represent the subject that they were elected in. so
 E.g., A student who is studying Joint History and Geography and is elected to represent Geography would only be a Course Rep for Geography and would not represent their peers studying History.
12. The Course Leader is responsible for arranging the election and assisting to inform students about the role.

13. Worcester Students' Union will provide advice, guidance and resources to Course Leaders on the election process.
14. All students should be made aware of the date of the Course Rep election by the Course Leader at least one week in advance of the election.
15. Elections will be conducted by first past the post, and every election will be run with the option to re-open nominations (RON).
16. If, following the close of voting, the number of nominees for the Course Rep position is less than or equal to the number of places available, all nominees will automatically become Course Reps.
17. If, following the close of elections, some Course Rep positions remain vacant, or should RON be elected, there shall be a by-election for that position one week after the original election.
18. Should some Course Rep positions remain vacant after a by-election, or should RON be elected to a Course Rep position a second time, the remaining places can be filled by the co-opting of Course Representatives by the existing Course Reps of the same Course but at a different level.
19. The Course Leader is responsible for submitting the details of the elected student to SOLE following the election process.
20. Course Reps who have not attended any course meetings or training by the end of Semester One and have not responded to communication will be considered to have resigned their posts. Replacements should be elected through a by-election or co-opted at the beginning of Semester Two.
21. If alternative election periods are required, Course Leaders should liaise with the Academic Representation Oversight Group (AROG) about possible arrangements.

The Academic Representation System Structure – Postgraduate Research

The University of Worcester and Worcester Students' Union work in partnership to ensure all students have access to effective representation that allows them to input into the academic experience. It is vital that all students have this opportunity, whatever their level of study, however, it is recognised that postgraduate research students (PGR) have a very different student experience to those on taught courses and have very specific needs. Therefore, Worcester Students' Union and the University of Worcester are committed to delivering a bespoke structure of representation for PGR. This section outlines that representation system.

The PGR Academic Representation System is delivered in partnership between the Students' Union and the University of Worcester's Research School, supported by the Academic Quality Unit. The system is overseen by the Academic Representation Oversight Group (AROG).



The Academic Representation System at Worcester for PGR consists of three levels of student representation. These include the Vice President Education, PGR Senior Reps and School Reps that work at the University, Research School and School level respectively.

Student Roles

As stated above the University and the Students' Union will work together to ensure that there is student representation across all levels of University committee.

Vice President Education

- This role is elected by cross campus ballot in accordance with the Students Unions' bye-laws and the Education Act 1994.
- The Vice President Education is the lead Rep for Worcester students on matters relating to their academic experience.
- The Vice President Education will give regular updates from meetings attended relaying information as appropriate to all Reps.
- A full role description can be found on the Students' Union website.

Postgraduate Research Senior Representatives

- In order to ensure that the research students' Schools are represented at University level, the University of Worcester recruits 2 PGR Senior Reps.
- The positions should be reviewed annually by Worcester Students' Union and the University of Worcester.
- PGR Senior Reps will receive a bursary of each semester, provided that the individual has attended at least 70% of meetings required and that they have undertaken and submitted their end of semester 1 report and end of year reflective review.
- The Senior Reps will be required to work together, supported by the Vice President Education to ensure that PGR students are effectively represented and are also responsible for feeding back to the wider student body on any relevant points or actions.

Responsibilities

In order to fulfil their roles, PGR Senior Reps will be expected to:

- Represent the broad range of student views from the range of PGR courses across the University. Senior Reps should aim to represent the full diversity of the PGR community and act professionally in line with the Students' Union's vision and values.
- Represent PGR students at the senior meetings within the Research School including Research Degree Programmes Quality Committee (RDPQC) and Research Committee (RC). These meetings usually take place four times a year. Dates of these meetings will be circulated by the Research School.
- Uphold principles of democratic representation challenging inequalities and championing inclusive practices.
- Identify good practice in terms of learning teaching and assessment and seek to ensure that these are embedded more widely.
- Act as a channel of communication between PGR School Reps, the Student Engagement, Representation and Communications Coordinator, the Students' Union and senior members of the Research School and University staff.
- Attend training for the role, complete regular Rep Journals and attend the relevant meetings.
- Assist with the delivery of induction talks, promotion of surveys such as the PRES.
- Lead the PGR Student Network, assisting the Research School with a range of activities related to student recruitment, retention, and student experience.
- Work with the Students' Union as members of the Education Council and as representatives within the Union structure to campaign on both national and local issues, where appropriate.
- Attend and contribute to the PGR Student Forums.
- Promote the Student Academic Representation system.
- Keep a record of activities undertaken and complete the appropriate record/claim form and submit it by the due date to the Vice President Education.

Postgraduate Research School Representatives

To ensure that students' interests are represented at School level, Worcester Students' Union and the University of Worcester Research School, supported by the Student Engagement, Representation and Communications Coordinator, will elect PGR School Reps to sit within the Students' Union and Research School representative structures. There will be 1 representative per School.

Responsibilities

In order to fulfil their roles, School Reps will be expected to:

- To attend the School Research and Knowledge Exchange Committees.
- To liaise with and represent the views of the research degree students in the School.
- To share relevant information received at these Committees with the other research degree students in their School and the University Level Research Student Reps.
- Identify good practice in terms of learning teaching and assessment and seek to ensure that these are embedded more widely.
- Reps are expected to assist academic staff in developing solutions to the problems identified by students if appropriate.
- To attend the Research Student Forum 3 times a year to share information raised at School level with the Research School and the whole research student body.
- To engage with the Students' Union's on-line training for student Reps.
- Uphold principles of democratic representation challenging inequalities and championing inclusive practices.
- To attend relevant Students' Union's Forums and feedback to the SU on relevant issues.

University Staff Roles

Academic and support staff are vital in the delivery of effective student academic representation. The key roles within the system are the Student Engagement, Representation and Communications Coordinators, Course Rep Coordinators and Research School staff. However, for the system to be truly effective, senior staff members, alongside Course Leaders within the School must have oversight and regular engagement within the system.

Academic Representation Coordination Team

Student Engagement, Representation and Communications Coordinator

The Student Engagement, Representation and Communications Coordinator has an oversight of the entire Academic Rep System within their School and will support PGR reps when required.

Research School Manager

For PGR Students the RS Manager acts in the capacity as the School Rep Coordinator. The RS Manager has an oversight of all the Senior Reps and School Reps within the Research School. The RS Manager should regularly communicate with the Senior and School Reps and the Student Engagement, Representation and Communications Coordinator. The RS Manager should provide assistance to any Senior or School Rep, for example, to raise an issue or explanation of processes and terminology. The RS Manager should arrange a drop in/surgery for all PGR Reps twice a year.

Head of School

The Head of School is responsible for the oversight of the rep system within their School.

Students' Union

Student Engagement Manager and Student Voice Assistant

These staff members will manage and administer the Academic Representation System within the Students' Union and will be the main point of contact for staff. They will support the Vice President Education as the lead student representative.

Appointment and Election

Senior Reps

1. To ensure that students' interests are represented at Research School level, Worcester Students' Union and the University of Worcester Research School recruits PGR Senior Reps to sit within the Students' Union and Research School representative structures.
2. PGR Senior Reps are appointed through an application and interview process conducted between Worcester Students' Union and the Research School Manager.
3. All PGR students should be given the opportunity to apply to become a PGR Senior Rep and represent the students within the Research School.
4. Where a student has been PGR Senior Rep for a year, it should not be assumed that they will continue in the role in the next academic year, but if they wish to do so, their interest should be noted alongside that of other Reps.
5. At the end of the application process Reps are invited to an interview for the position. Subsequent to all of the interviews Worcester Students' Union and the Research School agree together the successful candidate.
6. PGR Senior Reps should be appointed no later than 31st July with their term of office running from 1st August to 31st July.

School Reps

1. PGR School Reps should not be selected or appointed they should be elected by students.
2. All PGR School Rep elections should be transparent, free and fair.
3. All PGR students should be given the opportunity to express their interest in being a PGR School Rep to represent the students within their School at the beginning of each academic year.
4. Where a student has been a PGR School Rep for a year, it should not be assumed that they will continue in the role in the next academic year, but if they wish to do so, their interest should be noted alongside that of other students.
5. All PGR School Reps should be elected by the end of week 4 of their academic calendar.
6. All School Reps' term of office runs from 1st October to 30th September.
7. The Research School supported by the Students' Union is responsible for arranging the election and assisting to inform students about the role.
8. Worcester Students' Union will provide advice, guidance and resources to the Research School on the election process.
9. All students should be made aware of the date of the election by the Research School at least one week in advance of the election.
10. Elections will be conducted by first past the post, and every election will be run with the option to re-open nominations (RON).
11. If, following the close of elections, some PGR School Rep positions remain vacant, or should RON be elected to a PGR School Rep position, there shall be a by-election for that position, one week after the original election.
12. Should some positions remain vacant after a by-election, or should RON be elected to a representative position a second time, the remaining places can be filled by the co-opting of PGR School Reps by the Students' Union.
13. The Research School is responsible for submitting the details of the elected student to the Students' Union following the election process.
14. PGR School Reps who have not attended any meetings, or training by the end of Semester One and have not responded to communication will be considered to have resigned their

posts. Replacements should be elected through a by-election or co-opted at the beginning of Semester Two.

Representation at Meetings

1. The Academic Representation System ensures that student representation exists at relevant meetings from course level to university level.
2. The Vice President attends meetings at the University level that include but not limited to Academic Board, Learning, Teaching and Student Experience Committee, Academic Standards and Quality Enhancement Committee, Academic Regulations and Governance Committee and Academic Partnership Committee.
3. School Reps attend meetings at both the College and School level. The School Reps of the School should regularly meet and communicate amongst each other to share information and ensure there is representation at all appropriate meetings.
4. Course Reps attend meetings at the Course level. All Course Reps of the course should regularly meet or communicate amongst each other to share information and ensure there is representation at all appropriate meetings.
5. All Reps should ensure that their representation is not only limited to formal meetings/committees and should arrange informal meetings with relevant members of staff when appropriate.
6. Meetings should be timed to maximise student attendance and dates should be set before the start of the academic year and in consideration of student availability.

University Meetings

The following meetings are arranged by the University. Student Representatives will be full members of the boards and committees on which they represent students at the relevant levels.

College Learning, Teaching and Quality Enhancement Sub Committee (LTQE) ■

Attended by 1 School Rep per School within the College (appointed by the Vice President Education and the SERCC at the beginning of each academic year), the Sub Committee is responsible for the actions laid out within its Terms of Reference.

Head of School and School Rep Meetings ■

Attended by all of the School Reps, this is an opportunity for School Reps to meet with the Head of School a minimum of twice per year. Other members of the School Leadership Team may be invited

Research School Learning and Teaching and Quality Sub Committee ■

Attended by at least 1 of the Senior Reps, the Committee is responsible for the actions laid out within its Terms of Reference.

Research Committee ■

Attended by at least 1 of the Senior Reps, the Committee is responsible for the actions laid out within its Terms of Reference.

Research Student Forum ■

Attended by the Vice President Education, Senior Reps and all School Reps, the Forum, Chaired by the PVC Students, is an opportunity for the students to raise issues that they think are important as well as allowing the Chair and RS to share important developments within the University.

College Research and Knowledge Exchange Sub Committees ■■

Attended by the School Reps within the respective College, the School Quality Committee is responsible for the actions laid out within its Terms of Reference.

Student Staff Liaison Committee (SSLC) ■■

Attended by all Course Reps, the Student Staff Liaison Committee is responsible for the actions laid out within its Terms of Reference.

School Forums ■■

Attended by the Head of School, School Lead for Learning and Teaching, School Lead School Quality, Course Rep Coordinators, Student Engagement, Representation and Communications Coordinators, School and Course Reps. the VP Education may also attend the Forum as an observer. The School Forums are jointly chaired by the Head of School and a School Rep. School Forums are held at least twice per year with occurring during the Course Rep Conference. The forums should be used to discuss the issues raised by Course Reps and to consult students on School plans.

School Rep Forums ■■ ■■

The School Rep Forum is joint chaired by the Deputy Provost and Vice President Education. The forum is attended by all of the UG and PGT School Reps. Four Forums are held per year, 2 of which the SERCCs and Rep Coordinators are also invited. The forum provides Reps with the opportunity to discuss School and University issues with the Deputy Provost and for the University senior management to consult students on university policy and procedure.

Student Union Meetings

The following meetings are arranged by the Students' Union.

SU Education Council ■■ ■■

Education Council is chaired by the Vice President Education and held four times per year. All meetings are attended by School Reps and Chairs of Academic Societies. This meetings sits within the Union's governance structure it oversees the Union's policies, priorities and activities in regard to Education at the University and formulates policy to be taken to Student Council.

Course Rep Forums and Focus Groups ■■

Course Rep Forums organised by the Vice President Education. All School and Course Reps are invited to attend. Held at least two times per academic year Forums are themed around a specific topic or issue for group discussion among Course Reps. Deputy Provost and relevant University staff may also be invited to the Forum.

Course Rep Conference or equivalent ■■

A skill development event arranged by the Students' Union that will include a variety of workshops and training sessions. Reps have the option to attend the conference over their lectures if appropriate.

Postgraduate Research – SU Meeting ■■

The Students' Union's Vice President Education will meet with PGR Senior and PGR School Reps a minimum of two times a year. These meetings will allow PGR Reps to discuss their issues with the Vice President Education and allow the Students' Union to discuss PGR specific issues with reps outside of the wider Education Council.

Course Rep Clinics/Surgeries or Drop Ins ■■

Course Rep Coordinators should organise one of the following before Student Staff Liaison Committees take place:

- Course Rep Clinics: These could be for one or multiple courses but will be chance for Course Reps to discuss issues as a group before an SSLC and for staff to help them frame difficult issues. The relevant School Reps may also be invited. Reps should use the meeting as an opportunity to review relevant data from the CES, NSS and Module Evaluations as well as discussing relevant matters that will be brought up during the Student Staff Liaison Committees.
- Course Rep Surgeries or Drop Ins: where course reps can drop in to talk through feedback they wish to deliver before the SSLC.
- School Rep/Experienced Course Rep led Clinics that allow reps to discuss issues together before meetings without staff present.

Course Rep Coordinators should chose the method/combination that is most relevant to their cohort. These meetings should also be used to collate feedback from Reps who are unable to attend the SSLC.

Student Training

1. Training and support will be provided by the Students Union with support from the Schools and The Research School. Training will help prepare Reps for their role in committees and meetings, representing and collecting feedback.
2. All elected Reps are expected to attend initial training during semester one. A refresher session will be provided for re-elected Reps, to attend.
3. Online training will be available for partner students, and for those who are unable to attend any of the face to face training sessions.
4. The Students' Union will provide optional ongoing training and support for all Academic representatives. One-to-one support and advice is available on request.
5. Course Rep Coordinators and The Research School will assist in promoting the available training sessions to their relevant Course Reps.
6. The Course Rep Conference sessions will be administered by the Students' Union. Session design and approval will be coordinated jointly with the AQU.

Rep Recognition

1. The roles of Course Rep and PGR School Rep are voluntary. They will not be paid for undertaking their role.
2. Reps entitled to a bursary for their work may choose to waive that in favour of recognising volunteering hours.
3. The Students' Union will coordinate a Course Rep Accreditation Scheme. This award will be recorded onto the Degree Transcript/HEAR.
4. All Reps are encouraged to record their activities, including their attendance at training sessions and meetings, in one or more of the following ways:
 - Online V-Record: The Students' Union allows Reps to receive acknowledgement for the volunteering that they do (which includes any other volunteering you do in addition to being a Course Rep). Course Reps are able to log hours online in order to achieve awards for 20 hours, 50 hours, 100 hours or 200 hours of volunteering – any awards above 50 hours are also recorded on the HEAR. Hours can be logged the Students' Union Website: <https://www.worcsu.com/volunteer/>

- Worcester Award: Time spent undertaking Course Reps activities can count towards the Worcester Award, which is open to all students who want to demonstrate their employability and show the skills and experiences they've acquired. For further information, see www.worcester.ac.uk/discover/the-worcester-award.html

Resources

Provided by the Students' Union:

All Academic Reps will have access to the Rep Handbook which will set out the roles and responsibilities of being a Course or School Rep.

All relevant staff will have access to a staff handbook, which will cover information staff need to be aware of in the specific roles.

The Students' Union will also be responsible for the dissemination to School Reps of School-specific reports of CES, NSS, PTES or PRES, where applicable. It will work with Schools to ensure course specific data is provided to Course Reps.

Provided by Schools:

Dedicated facilities and resources will be made available within appropriate academic areas (both physical and online e.g., Blackboard) for use by those involved in the Academic Representation System (including Course Reps). These facilities can be used for advertising who the Reps are, publicising meeting dates, and asking for and gaining feedback. Resources should include:

- A designated area for Academic Representation System information, one of the uses of which should be the advertisement of the names of Reps and email addresses (with permission of Reps).
- Access to photocopying and printing of Rep related work.
- Access to meeting rooms.
- The ability to email all students that they represent.
- The opportunity to speak to students at the end of lectures.
- External Examiner report(s) and responses.
- Data (working with the Students' Union) and Action plans for CES, NSS, PTES or PRES, where applicable.

Action and Feedback

1. The University of Worcester and Worcester Students' Union are committed to ensuring that all feedback raised by students is considered at the appropriate level and that discussions and outcomes are clearly fed back in a timely manner.
2. All feedback received by Reps and by Academic staff through other routes should be fed into the relevant University committee.
3. Student Reps can raise any feedback which impact on their learning experience.
4. If issues resulting from feedback are not resolvable within the committee or within the structures of the Academic Student Representation System, the Vice President Education/School Rep (as appropriate) may work with the relevant Head of School/the Deputy Provost (as appropriate) to broker solutions through discussions with relevant colleagues or direct these issues to the appropriate forum.

5. Unresolved issues, at the course or School level, should be reported to School Reps (UG/PGT) or Senior Reps (PGR) to be discussed at the Students' Union Education Council.
6. The actions based on student engagement should be included in reports to AROG. Completed/resolved issues should be kept listed to demonstrate progress over the course of the year.

Ensuring the Feedback Loop is closed

1. The Students' Union and University of Worcester believe that students will only value the system if they can see positive actions resulting from their engagement. Therefore, ensuring that students are aware of the impact of their engagement is key to the success of the Academic Representation System.
2. When a matter is discussed at a higher level of committee than first raised, it should be ensured that this information is passed down to the original group of discussion and any actions explained.
3. Schools should ensure that:
 - a. Course Leaders have the resources available to them to effectively communicate how feedback is being worked on to their students.
 - b. School/department level responses/actions are communicated to the relevant students.
4. Examples of good practice include:
 - a. Including 'you said we did' on lecture slides
 - b. Student newsletters
 - c. The inclusion of changes to modules based on previous cohorts' feedback in module handbooks
 - d. Updating on actions at the beginning of School level Rep meetings
 - e. Engaging in Students' Union led events
 - f. Creating and maintaining a log of feedback and responses/outcomes by the SERCC and overseen by the Head of School
5. The Students' Union will share successes across its platforms.

Monitoring and Reviewing the Academic Representation System

1. An annual report will be created by the Academic Representation Oversight Group (AROG) which will highlight areas of good practice and areas for improvement within the Academic Representation System
2. Student surveys and action logs will form the basis for establishing KPIs in student representation. Expectations outlined within this Code of Practice will be used as a framework for assessment.
3. Areas reviewed should include the effectiveness of the following:
 - Communication channels within the feedback loop
 - Attendance levels at training sessions and meetings
 - Action logs from School meetings and SSLCs
 - Overall student awareness of the Academic Representation System. This data can be obtained through existing student surveys
 - School Rep annual reflective reviews.
4. The representation system will be monitored and reviewed at least once a year by (the Overarching Committee)

5. All staff members involved in the representation system will support the ongoing monitoring and review of the student representation system

Appendix

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- Appendix B: Terms of Reference for Academic Representation and Oversight Group
- Appendix C: Terms of Reference for Students' Union Education Council
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Appendix A: Agreed Variations to the Code of Practice

Course	Variation Agreed	Date First Agreed by AROG	Date due for next Review
Midwifery	2 reps per teaching group per level to cover placements	05/09/2018	01/09/2022
Primary Initial Teacher Education	1 representatives per teaching group per level. 4 in total. Covers placements	05/09/2018	01/09/2022
Nursing	1 rep per field of practice per level in Stream A and 2 reps in Stream B per level	05/09/2018	01/09/2022
PGCE Secondary	1 rep per subject group e.g., French, Geography, Maths, Music	05/09/2018	01/09/2022
Psychology (all undergraduate pathways)	4 reps per level across all pathways	01/10/2019	01/09/2022
Psychology PG	A dedicated School Rep for PGT Students	02/09/2020	01/09/2022
Fade (Flexible and Distributed Learning)	2 reps per level (1 per cohort) at L4 and L5	02/09/2020	01/09/2022

BA IWCF	1 rep per cohort per level (Worcester, Halesowen etc)	02/09/2020	01/09/2022
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Appendix B: Terms of Reference for Academic Representation and Oversight Group

Purpose:

The Academic Representation Oversight Group (AROG) is responsible for the ongoing development, monitoring, and administration of the operation of the Academic Representation System.

Membership:

Ex-officio members (6):

- Deputy Provost. (Co-Chair) (*University*)
- Vice President Education. (Co-Chair) (*Students' Union*)
- Head of Academic Quality. (*University*)
- Student Engagement Manager. (*Students' Union*)
- Director of Access and Inclusion. (*University*)
- Project Manager (Student Surveys and Quality Enhancement). (*University*)
- 1 of the College Directors for Learning, Teaching and Quality Enhancement (*University*)

In Attendance (1):

- Student Voice Assistant (Minuting Secretary) (*Students' Union*)

Terms of Reference:

- To oversee the implementation of and to regularly review the Academic Representation Code of Practice, submitting proposals for change to both WSU Student Council and the University Learning Teaching and Student Experience Committee (LTSEC).
- To provide regular updates on the functioning of the Academic Representation System to both WSU Student Council and LTSEC.
- To monitor the effectiveness and impact of the Academic Representation System, overseeing action plans to develop and improve the system.
- Oversight of the Course Representative (Undergraduate and Postgraduate Taught courses) and School Representative (Postgraduate Research courses) elections processes, acting as returning officer for Academic Representative Elections.
- To work to ensure that the Academic Representation System is valued by both staff and students.
- To have the authority to interpret the meaning of the Academic Representation System Code of Practice and any supplementary documents.

- To review and make final decisions on requests from courses and/or Schools to alter their representation structure/depart from the Code of Practice's guidelines.

Quorum:

The Quorum for AROG will be one half of the total membership (rounded down to the nearest whole number when this is a fraction) inclusive of at least one member of University and Students Union staff.

Frequency of meetings:

Minimum of two per year. The group can delegate its responsibilities for the day to day running of the Academic Representation System

Appendix C: Terms of Reference for Students' Union Education Council

Purpose:

The Education Council's purpose to drive debate, consider issues, form policy, and create a space for collaboration on the Union's representative work on academic issues and education.

Remit

- to consider matters that affect students in relation to their academic interests and to discuss and formulate related policy to be submitted to Student Council.
- to discuss changes to University and external policies that will impact on the education of University of Worcester students.
- to receive updates from School Representatives and the Vice President Education.
- to work with the Vice President-Education to promote the Academic Representation System.
- to elect the College Representatives from the pool of School Representatives to sit on Student Council.
- to engage in campaigns related to the academic experience of University of Worcester Students.

Membership:

- The Vice President Education (Chair).
- All School Reps appointed through the Academic Representation System.
- The Postgraduate Students' Network Chair or a nominee from the Network's committee.
- Chairs of Academic Societies or a nominee from their Society's committee can attend in their absence.
- *Student Networks and Volunteering Assistant – Minuting Secretary*
- *Student Engagement Manager – Chair's Aid*

Quorum:

Quoracy shall be 30% of all School Representatives.

Frequency of meetings:

Minimum of once per semester (twice a year).

Reporting requirements:

To report to the Students' Union Student Council.

For more information, please contact

Student Voice Assistant

Appendix D: Guidelines for Course Rep Forums (University level)**Purpose:**

Course Rep Forums are to be themed around a specific topic or issue of significance for group discussion among Course Reps.

Invited:

- Deputy Provost.
- Vice President Education.
- Student Engagement Manager.
- Student Voice Assistant (Minuting Secretary).
- All School Reps.
- All Course Reps.

Quorum:

No Quorum Required

Frequency of meetings:

Minimum of three per year.

Reporting requirements:

To report to the Students' Union's Student Council and the University's Learning, Teaching and Student Experience Committee (LTSEC) through an annual Academic Representation Evaluation and Impact Report".

For more information please contact:

Student Voice Assistant (Minuting Secretary Course Rep Forums)

Appendix E: Guidelines for School Forums**Purpose:**

School Forums should be used to discuss the issues raised by Course Reps within that school and to consult students on School plans.

Invited:

- Head of School (Co-Chair)
- Learning, Teaching and Quality Leads
- Student Engagement Representation and Communication Coordinator
- Course Rep Coordinators (If Applicable)
- All School Reps (Co-Chair)
- All Course Reps
- Minuting Secretary

Observer:

- Vice President Education (Optional)

Quorum:

No Quorum required

Frequency of meetings:

Minimum of two per year.

Reporting requirements:

Minutes to be shared with the Students Union

For more information please contact:

(Minuting Secretary in each School Forum)

Appendix F: Guidelines for School Rep Forums

Purpose:

The School Rep Forum is a forum to discuss School and University issues with the Deputy Provost and for the University senior management to consult students on university policy and procedure

Membership:**Ex-officio members (25):**

- Deputy Provost.
- Vice President Education.
- All School Reps (23)

In Attendance (3):

- Student Engagement Manager.
- Student Voice Assistant (Minuting Secretary)
- Student Engagement Representation and Communication Coordinators (for select meetings)

Quorum:

No Quorum required.

Frequency of meetings:

Minimum of four per year.

Reporting requirements:

No reporting requirements.

For more information please contact:

Student Voice Assistant (Minuting Secretary School Rep Forums)

Appendix G: Guidelines for Post-Graduate Research – Students Union Meeting

Purpose:

These meetings are for PGR Reps to discuss their issues with the Vice President Education and allow the Students' Union to discuss PGR specific issues with reps outside of the wider Education Council and to formulate PGR specific policy to be taken to Education Council.

Membership:**Ex-officio members (12):**

- Vice President Education.
- All PGR Senior Reps
- All PGR School Reps

In Attendance (2):

- Student Engagement Manager.
- Student Voice Assistant (Minuting Secretary)

Quorum:

No Quorum Required

Frequency of meetings:

Minimum of two per year.

Reporting requirements:

No Reporting Requirements

For more information please contact:

Student Voice Assistant (Minuting Secretary PGR-SU Meeting)