



BUCKINGHAMSHIRE  
NEW UNIVERSITY

EST. 1891



# STUDENT REPRESENTATION

Effective from September 2008

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### Appendices:

#### Appendix 1: Student Representation Process Map

##### **Preamble**

All University formal documents relate to the policies, strategies, procedures and regulations of the University having been approved by the appropriate formally recognised and constituted body. All University staff and students are required to adhere to the formal processes and regulations of the University.

This document should not be read in isolation as other University processes/formal documents could be relevant. A full listing of all formal documents is available on the University's website.

Any interpretation of the content of this formal document will be at the discretion of the Academic Secretary.

All previous versions of this document as approved by Senate before September 2008 shall be rescinded.

The names of committees and titles of posts may change from time to time. This shall not invalidate the powers of the equivalent successor committees or post holders.

If required this formal document is available in an alternative format eg Braille, tape, disc, email or a larger font size. Please contact Student & Academic Services.

## 1 Introduction

- 1.1 The University places great importance on ensuring student representation on University Committees and obtaining formal and informal feedback from students on issues of concern to them.
- 1.2 The University has delegated the management and operation of the Student Representation System to the Students' Union who work in partnership with the faculties and the University to ensure effective representation at all levels of the University's formal committee structure.
- 1.3 Student representation on formal committees, as provided for in approved committee constitutions, should be seen within the context of the variety of methods by which students can give feedback on the quality of their learning experience and issues of concern. Further methods of gaining student feedback including questionnaires, University Student Experience Surveys, National Student Survey are addressed separately by the University.
- 1.4 The University places great importance on the value of informal methods for the immediate resolution of problems. Students are encouraged to go directly to the lecturer or service provider as the first step in the feedback and resolution of any issue of concern. Lectures/service providers are encouraged to keep programme committees updated on matters addressed informally in order that any trends can be identified.
- 1.5 Appendix 1 provides a process map detailing how the student representation operates.

## 2 Aims

The aims of student representation are:

- a) to recognise the value of student input into the continuous improvement in the quality of the student learning experience
- b) to ensure effective student feedback on issues of concern to students and identification of improvements to the student experience
- c) to provide a mechanism whereby issues are openly reported, actions agreed and effects monitored and feedback on resolution reported
- d) to ensure student involvement in policy making via Students' Union involvement
- e) to enable a summary of student issues and their resolution to be incorporated into the formal annual monitoring mechanisms of the University.

## 3 Role of student representatives

3.1 Student representatives will be utilised as follows:

- a) on faculty programme committees

and/or

- b) on faculty level committees
- c) in addition elected members of the Students' Union Executive will represent the student body on University and programme level committees as appropriate to the committees' constitution

3.2 The role of the student representative will be to:

- a) participate in training as devised and delivered by the Students' Union appropriate to their role
- b) liaise with their programme committee cluster of courses and represent their views at scheduled meetings
- c) report back to the student body, the Students' Union and the faculty on discussion/actions arising at programme committees

## 4 Principles

In devising their clusters for programme committees faculties will ensure that the following principles are followed:

- a) Every student has a single committee to which they can refer concerns or identify good practice about their learning experience via their representative
- b) The recommended level of representation will depend on the circumstances, but should normally not be less than one representative to fifty students across the University. Representatives should be elected from all levels, modes and regimes of awards and, where appropriate include representation from students studying University awards at partners.

*Note: Where it is considered inappropriate for a particular course not to operate a programme committee, for example, part-time professional development courses, the faculty must ensure that equal and equivalent opportunities are made available for students' views to be heard and addressed.*

## 5 Students' Union responsibilities

The Students' Union is responsible for:

- a) promoting and advertising the student representation system to all students including publishing in appropriate student forums:
  - structure of student representation
  - the ways of raising issues of concern or good practice in relation to their learning experience
  - the way in which the faculty will give feedback on the resolution of these issues
  - the methods of election of representatives
- b) the election and appointment of student representatives to programme, cross faculty and cross University committees. Where elections are held they need to take place in such a way as to ensure the maximum numbers of eligible students are able to participate.
- c) the training and preparation of student representatives
- d) the administration of the payment of student representatives
- e) collation and analysis of the reports received from committees and for ensuring that matters are monitored, tracked and actioned as necessary through the University
- f) attendance by Executive officers at Faculty programme and University committees as appropriate

## 6 Faculty responsibilities

Faculties are responsible for:

- a) promoting and advertising the student representation system to all students under the direction of the Students' Union and using the Students' Union material
- b) providing confirmation to the Students' Union (annually) of the grouping of individual courses into programme committees and for identifying how many student representatives are required to be elected and from what level, mode or regime
- c) providing confirmation to the Students' Union (annually) of the dates set for Programme Committees
- d) providing opportunities, through academic staff, for the promotion, explanation and facilitation of elections relating to student representation
- e) convening programme committees and ensuring students are given feedback on the resolution of matters raised as per the method agreed with the Students' Union

## 7 Reporting

- 7.1 Student representatives are responsible for providing a written report on each meeting attended, as per the agreed pro-forma, and for forwarding this electronically to the Students' Union via the appropriate Faculty Officer.
- 7.2 The SU Faculty Officer is responsible for collating and analysing reports to identify
  - a) Trends across programme committees (positive and negative)
  - b) Matters requiring attention at higher level Faculty or University Committees
- 7.3 The minutes of all programmes, cross faculty and cross University committees containing student representatives will be made publicly available to all students via notice boards or the intranet.

## 8 Monitoring

- 8.1 The effectiveness of the student representation system will be monitored by the Students' Union in partnership with the faculties through regular meetings of appropriate staff under the direction of the Representation & Development Manager.

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