



# Framework for Representation 2014-15

Anglia Ruskin University and Anglia Ruskin Students' Union



Anglia Ruskin  
University

Cambridge Chelmsford Peterborough

# Welcome to the new Framework for Representation at Anglia Ruskin

Understanding what students think about their time at our University is something of paramount importance, however it would be impossible to have an ongoing dialogue with all of our students and this is where the Representation system plays its part.

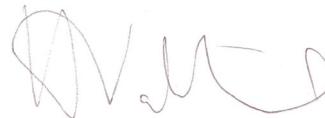
Course Representatives are valuable volunteers, giving up their time to improve the Anglia Ruskin community for all its members. This document was created jointly by University staff, the Students' Union and Course Reps to ensure students across our University have an equal opportunity to influence their experience; this is a truly collaborative framework which sets out clear expectations for everyone involved.

We hope it proves useful in your role and if you do have any questions, the Students' Union is always ready to help if you need any support.



**Aisha D'Souza**

Academic Officer 2014/15



**Helen Valentine**

Deputy Vice Chancellor (Academic)

# Introduction

The Quality Assurance Agency's UK Quality Code for Higher Education sets out a requirement for HE providers to "take deliberate steps to engage all students, individually and collectively, as partners in the assurance and enhancement of their educational experience". Each chapter of the Quality Code contains one or more expectations accompanied by a set of indicators that reflect sound practice, through which providers can demonstrate that they are meeting that expectation. Chapter B5 in particular covers "student engagement at undergraduate and postgraduate level, irrespective of location, mode of study, teaching delivery, or discipline". This Chapter is related to the role of students in quality assurance and enhancement, including representation of student views through formal representation mechanisms. The Representation Framework details how each member of our partnership; Representatives, Anglia Ruskin University, and Anglia Ruskin Students' Union, can actively ensure students are engaged collectively in the assurance and enhancement of their educational experience through a system of Representation. Each section of the framework outlines the expectations we have of each other and follows the journey of activity from the beginning of the Representation process. This is a working document which we hope will develop over time with input from the Anglia Ruskin community.

The overall purpose of the Representation system at Anglia Ruskin is to ensure that the student voice is heard, delivered to the appropriate forum, and acted upon to improve the student experience. The general responsibilities of each stakeholder as part of this system are as follows:

## **The Students' Union:**

The recognised representative body for all Anglia Ruskin students – manages the Representation system, supports and develops effective representatives.

## **Course Reps:**

Elected by their peers to represent their cohort on both academic and non-academic matters, achieving this by regularly gathering feedback, and sharing this with both University and SU staff to create positive change.

## **University:**

Gives students the opportunity to shape their learning experience by supporting the Representation system, providing Reps with a platform to share feedback, and working with them to create positive change.



“Through being a course rep I have learnt skills that I will be able to take into my future career, including effective communication in meetings and problem solving. My proudest course rep moment was representing ARU students at Parliament to celebrate Breaking with Tradition – Universities at 21. I felt very proud of our University!”

**Sophie May, 1st Year BA (Hons) Writing and English**

# Becoming a Representative

## Rep Elections: Organisation

Over the summer, preparations are made for the election of next years' Representatives. The Students' Union will organise the Rep elections ready for the start of the new academic year. Promotional materials will be produced and, where appropriate, online elections are created. Initial promotion to students will begin before the start of semester 1. This period will be defined as ending on the 31st August each year.

### Students' Union will

- Meet with Course Group Leaders and/or attend departmental meetings (or equivalent) to give information on the upcoming elections and provide staff with the opportunity to request in-class elections instead of online.
- Coordinate the election of Reps which by default will be held online.
- Create the online elections on the basis of these discussions.
- Produce promotional materials to advertise the election and the role of Reps.

### University Staff will

- Inform the Students' Union which courses will be running for the coming academic year and, if possible, how large the cohorts will be to specify the number of Reps needed per cohort (ideally this will be 1 Rep per 50 students).
- Course Group Leaders will ensure that they meet with the Course Rep Coordinators or invite them to a departmental meeting (or equivalent).
- Academic staff will inform the Course Rep Coordinators if they would prefer to hold in-class elections for their cohort(s) instead of online.

## Rep Elections: Nomination period

During the nomination period students can put themselves forward to be a Rep and become a candidate in the election. The exact dates of the nomination period will be determined by the Students' Union. During this time, students will be encouraged to find out about the Representation system and nominate themselves to become a candidate in the Rep elections. This period will be defined as ending on the Friday of teaching week 3.

### Students will

- Nominate themselves to become a candidate via the Students' Union website within the specified nomination period.
- For those in cohorts with in-class elections: Inform their Course Group Leader and tutor that they would like to stand for election.

### Students' Union will

- Provide promotional materials and information for University staff to use.
- Promote nominations around campus, on social media, and in other communication with students.

### University Staff will

- Promote nominations via lectures/seminars/workshops/VLE etc. using materials and information provided by the Students' Union.
- Mention the election at any other relevant opportunity to students.
- Inform students whether their Course Rep election will be held in-class or online.

## Rep Elections: Voting period

The voting period allows students to decide who they would like to represent them for the duration of the academic year. This will take place no later than the end of teaching week 4 (both online, and in-class). All Reps should be elected and the Students' Union should have the names of any Reps elected in class by the end of this week. Our principles for all elections (online and in-class) are that they must be:

### Fair

Every student has the opportunity to nominate themselves and vote in the election

### Democratic

Every student gets one vote and the voting system ensures the most representative spread of votes

### Accessible

All students on the course have access to the election

### Transparent

Elections comply with election rules including having a complaints procedure, and all voting figures are published

## Candidates will

- Promote the election and encourage students to vote.
- Follow the rules set out by the Students' Union regarding the elections. These will be made available to all candidates.

## Students' Union will

- Provide promotional materials and information for University staff to use.
- Promote the elections to all students.
- Assist with any in-class elections where possible.
- Run the online election and the count at the close of voting.
- Contact all winning candidates and pass details of the elected representatives to their course leaders.

## University Staff will

- Promote the voting period, particularly teaching staff in lectures/seminars/VLE using materials and information provided by the Students' Union.
- Inform students where the voting stations are on campus or on the website.
- Where in-class elections are happening, decide in what session these will happen and ensure that these happen in a democratic, fair, and accessible way.



“Student Reps play an invaluable role in helping to make the experience at Uni as good as it possibly can be. Course Representatives have played a key role in many of the positive changes of recent years - from the idea of bringing in more field trips, to making sure course materials are available on the VLE. The student rep can also help tutors to come up with solutions to problems and to help shape the future of the course. The importance of a good student rep really cannot be underestimated!”

**Tina Kendall, Course Leader for Film Studies**



# Being a Representative

## Training and Induction

Induction is compulsory for all first-time Course Representatives to ensure that Reps know exactly what is expected of them, how to be most effective in their role, and other important information. A short refresher training session will be compulsory for returning Reps to recap key information and highlight any important changes from the previous academic year. Development sessions will also run throughout the year to train Reps in more detail about specific areas related to their role such as Appeals Panels and Periodic Reviews. Details on training can be found on the Students' Union website.

Induction and returning-Rep training will take place during teaching weeks 5 & 6, with a target of all Reps inducted/re-trained by the end of week 6. Where possible, no formal meetings requiring Reps should take place before this date to ensure that Reps are prepared and equipped with the knowledge needed to fully participate and make use of meetings.

## Representatives will

- Attend their relevant training session.
- Ensure they are in contact with the SU and attend any relevant development sessions.
- Introduce themselves to their Course Leader and Course Group Leader and continue these meetings regularly to discuss student feedback.
- Ensure that their cohort know they are a Course Rep. Where it has not been possible for Reps to attend training, they must contact the Students' Union to arrange a suitable time to attend a session.

## Students' Union will

- Create and deliver all training and development sessions.
- Promote training to all Course Reps (in the case of there being specific sessions for Course Groups/Faculties, promote these to relevant Reps).
- Provide support materials for Course Reps. Where it has not been possible for Reps to attend scheduled sessions, the Students' Union will arrange 'mop up' sessions as soon as possible.
- Provide online training for distance-learning Reps.
- Create posters listing the Rep(s) for every course.

## University Staff will

- Course Leaders and Course Group Leaders (and ideally all relevant teaching staff) will meet with successfully elected Course/Faculty Reps and encourage them to sign up to a training session.
- Course Leaders/Course Group Leaders will attend the relevant Induction session if possible.
- Course Leaders/Course Group Leaders will meet regularly with Reps to discuss student feedback.
- Provide space around campus to put up the Rep posters.

## Representative meetings

Meetings timetabled for Representatives with Course Group Leaders and other academic staff, such as Course Management Committees will happen at least once a semester to provide an overview of the current operation of courses within the Course Group, give Representatives an opportunity to share student feedback regarding curriculum content, learning, teaching and assessment matters, and learning resources, and collectively develop solutions to problems. Any meetings will take place after initial training of Course Reps, with details sent to the Students' Union and Course Reps as early as possible to allow for meeting preparation.

### Representatives will

- Gather feedback from their students to present when attending meetings.
- Send a written report if they are unable to attend the meeting detailing feedback collected.
- Discuss the issues with Course Leaders/Course Group Leaders and work on a solution to any issues.
- Use their MyCourse page to gather feedback and report back to students.
- Upload feedback collected to The Source and utilise existing information in meetings.

### Students' Union will

- Highlight the importance of the meetings to Reps and also publicise dates they are given.
- Attend as many Course Management Committees as possible, take notes, and produce typed feedback notes for the aid of future meetings.

### University Staff will

- Inform Course Reps when their meeting is and send any relevant papers to them at least 2 weeks in advance to allow time for preparation where possible.
- Arrange a meeting at least once a semester, with the Students' Union and all Reps in the Course Group invited.
- Arrange these meetings at a time which is suitable for Reps and after they have been trained.
- Ensure that meetings are accessible to distance-learning Reps, using video conferencing facilities where possible.

### Students will

- Regularly give any comments they have regarding the course or general student experience to their Course Rep.
- Use their MyCourse page to give feedback to their Rep(s).



“As someone passionate about improving the student experience, I believe good student representatives are a vital conduit between staff and the student body. By working closely with student representatives I can ensure the student voice is heard and their feedback is used to directly shape and inform new curricula, processes and strategies”

**Sally Everett Deputy Dean (Quality and Student Experience) LAIBS**



## Academic Meetings, Disciplinary/Appeal Panels, PRPs, and other events requiring student representation

Committees such as Learning, Teaching and Assessment, Quality Enhancement and Standards, Student Experience and Faculty Boards all have places for Reps, with varying requirements attached to this (e.g. for Faculty Boards, ideally 1 undergraduate Rep and 1 postgraduate Rep). Preliminary Review Panels, Disciplinary & Appeal Panels, Meet the VC, Meet the Dean, and various other events also often require Reps to be involved to give student feedback and provide a students' perspective.

### Representatives will

- Volunteer for these events whenever possible and gather relevant student feedback to present at meetings.
- Read through all relevant paperwork beforehand to be prepared and get in touch with the Students' Union if further support is needed.
- Attend a briefing meeting with other Reps and the Students' Union.
- Update their cohort after the meeting/event (where appropriate).
- Use their MyCourse page and The Source as mentioned above.

### Students' Union will

- Advertise opportunities and ensure that Reps are available for these.
- Produce briefing notes for meetings and discuss the topics of the upcoming meeting with Reps before the meeting takes place.
- Encourage Reps to gather feedback on any key areas to be discussed. Where possible (and appropriate) the Students' Union will attend and produce feedback notes.

## University Staff will

- Inform the Students' Union when meetings/events are happening and how many Reps are required.
- Advise the Students' Union of any further requirements (e.g. no LAIBS Reps, only undergraduates, FST Reps only etc.)
- Send on any paperwork at least 2 weeks in advance of the event to the Rep(s) attending and the Students' Union (where appropriate) with enough time for papers to be read and responses/feedback gathered where possible.
- Arrange meetings at appropriate times of the academic year when Reps are able to attend (e.g. within teaching weeks, outside of placement times)

## Students will

- Regularly give any comments they have regarding the course or general student experience to their Course Rep.
- Use their MyCourse page to give feedback to their Rep(s).

## Celebrating success

It is important that the successes of representatives are recognised and publicised to increase awareness with both staff and students of the positive impact Reps have, as well as to empower and motivate the Reps themselves.

### Representatives will

- Inform both the Students' Union and fellow students of positive changes they've made as a Rep.

### University Staff will

- Ensure that Course Rep achievements are included in the You Said We Did promotion.
- Encourage students to nominate deserving Reps for a Made a Difference Award.

### Students' Union will

- Encourage Reps to inform the Students' Union of changes that have been made in their area as a result of student feedback.
- Recognise hard-working, high-achieving Reps by awarding a 'Rep of the Month' for each campus.
- Publicise Rep achievements via the 'You Said, We Did' process.
- Continue to promote the inclusion of Course Reps in the Made A Difference awards.

### Students will

- Nominate deserving Reps for a Made a Difference award.





Two reps collecting their Made a Difference 2014 Awards

Sooriyamohan Mohanakumar –  
Healthcare Sciences Rep

Kar Yik Dang – Law Rep



made a difference  
UNIVERSITY OF SHEFFIELD

The Certificate is awarded to  
Kar Yik Dang  
in recognition of the exceptional difference  
you have made to the student experience.

UNIVERSITY OF SHEFFIELD  
STUDENT LEAD STAFF & REP AWARDS

## Reps not representing their cohort: by-election

A policy is in place for students to remove Reps who are not fulfilling their role, with the aim of electing a new Rep who will provide the students in their cohort with a voice. All Reps are informed of the recall process at induction. The Students' Union monitors Reps against three minimum requirements as proxy for activity:

**Attend induction and remain in contact with the Students' Union (reply to emails etc.)**

**Attend/send a report to their CMC**

**Gather student opinion and feed it back to their cohort**

### Representatives will

- Will understand their role and meet the minimum requirements before the end of semester 1.
- Contact their Course Rep Coordinator as soon as possible if they are having difficulty fulfilling their role.
- If contacted regarding the by-election, reply within two weeks with any supporting evidence that they have been engaging with their role.

### Students' Union will

- Inform Reps about the policy and ensure that they understand the minimum requirements.
- Contact any Reps who have not met the requirements at the start of semester 2 requesting evidence of activity and offering any further support needed.
- Contact academic staff regarding whether Reps have been active in delivering student feedback.
- Ask students to get in touch if they feel that their Rep(s) have been ineffective.
- If no response is received from Reps, and no confirmation of activity is provided by staff, the Students' Union will inform them of the by-election in teaching week 1 of semester 2: the existing Rep is automatically entered as a candidate.
- Email students in affected cohorts with details of the by-election, giving them the opportunity both to nominate themselves and to vote.

## University Staff will

- Inform, when asked, the Students' Union of any interaction they have had with Reps regarding inactivity.
- Promote the opportunity for other students to run if a by-election is called, and direct them to the Students' Union website.

## Students will

- Hold their Rep to account, and inform the Students' Union if they feel that their Rep is not representing them adequately.
- In the case of a by-election, nominate themselves if interested in taking over as Course Rep and encourage students to vote.

The Framework for Representation was created with contributions from:

### **Students**

**Androulla Christophi** – Course Rep, Yr 1 BA Fine Art  
**Charlotte Hurden** – Course Rep, Yr 1 Human Resource Management  
**Marcus-Anthony Jackson** – Course Rep, Yr 3 BEng Electronics  
**Julie Macmahon** – Course Rep, Yr 3 BA Education Studies  
**Catherine McGuire** – Course Rep, Yr2 BSc Psychology  
**Dean Mitchell** – Course Rep, Yr 1 BA Human Resource Management  
**Nikki Sell** – Course Rep, Yr 1 BA Tourism Management  
**Anneke Siedenburg** – Course Rep, MA Marketing and Innovation  
**Kathleen Vanderpuye** – Course Rep, Yr 2 BSc Public Health

### **Anglia Ruskin Students' Union**

**Louise Bryant** – Course Representative Coordinator (Chelmsford)  
**Joshua Clare** – Course Representative Coordinator (Cambridge)  
**Gabbi Foreman** – Academic Officer  
**Debbie Phillipson** – Quality Enhancement Coordinator  
**Francesca Rust** – President  
**Guy Stepney** – Representation and Communications Manager

### **Anglia Ruskin University**

**Gianna Bouchard** – Course Group Leader, Music and Performing Arts  
**Corinne Boz** – Director of Studies, FHSCE  
**Anna Egan** – Course Group Leader, Accounting, Finance and Information Management  
**Donna Franklin** – Student Experience Manager  
**Sue Harling** – Head of Customer Experience  
**Stephen Mugliston** – Course Group Leader, Construction  
**Jon Svensson** – Course Leader, Radiography  
**Caroline Watts** – Head of Quality Assurance

Other formats and different versions of this document are available from:

**[www.angliastudent.com/repframework](http://www.angliastudent.com/repframework)**