Overarching principles of student representation

1. Every programme/discipline area should have elected student representatives. When considering how many representatives to allocate to a programme or discipline area, Schools should take into account:

   a. The potential workload for the student representatives.
   b. Students’ ability to know who their representative is and contact them.
   c. How easy it will be for representatives and students to contact each other (including issues such as the number of core lectures; the geographical distribution of the student body; and programme or discipline identity)

2. Schools should be fully engaged in student representation with clear leadership, formal processes and engagement with the Students’ Union.

3. Student representatives should be fully engaged and active in their roles and be clear of what is expected of them as representatives (including maintaining a dialogue with their peers; being representative of their cohort; being empowered to be partners in decisions about the student experience; ensuring they are fully prepared for meetings, etc.). A role description for student representatives is provided in Appendix 2.

4. Students should have the opportunity to elect their representatives every year and an election process should be facilitated by Schools in accordance with guidelines issued by the Students Union.

5. Methods should be in place within programmes/discipline areas/Schools to ensure speedy resolution of student issues brought up through the student representation procedures. This may be through informal discussions with relevant academic staff members or through bringing up issues at SSLC meetings, etc. These methods will include the noting and actioning of issues and feedback to representatives on steps taken. Student representatives should know the appropriate method to escalate issues if these are not resolved to their satisfaction including recourse to the Students’ Union Faculty Forums, Academic Assembly, Student Representation Coordinator, Head of School, and the Student Complaints Procedure.

6. Student representatives should have the opportunity to feed into developments affecting their student experience at programme, discipline area, School, Faculty and institutional level.

7. Student representatives are valued volunteers and should be recognised and rewarded for their contribution, both within and outside of their School.

Structure/frequency of meetings

8. The size and structure of a School will determine the structure of its SSLCs.

   a. In some Schools, it may be appropriate to combine the discussion of programme/discipline area and School matters into a single School-level SSLC. Where this is the case, the SSLCs should meet at least twice a semester, with the first of these meetings taking place no later than week 4.
b. For large Schools it may be appropriate to hold SSLCs at programme/discipline level with a School level SSLC having an overview. Where this is the case, the programme/discipline SSLCs should meet at least twice a semester, with the first of these meetings taking place no later than week 4, and the School-level SSLCs should meet at least once a semester.

9. The Students’ Union will hold Faculty Forums and will publicise the dates at the start of the academic year. All student representatives are invited to attend their Faculty Forum, which is open to any student from that Faculty to raise and discuss matters affecting students of that Faculty. Faculty representatives elected via the Students’ Union will attend these Forums and feed students’ views into Faculty Teaching and Learning Committees.

10. Details of student representatives should be sent by Schools to the Students’ Union as soon as possible after their election in order for arrangements to be put in place for student representative training. Details and dates of SSLC meetings should also be sent to the Students’ Union for information.

Reporting

11. All SSLCs should have a standing agenda, which includes new matters arising from each group of student representatives, as appropriate for the programme, discipline or School (example groupings could include year of UG study, cohort, discipline area, units, pathways or hospital base). The agenda should also include a report on any ongoing actions.

12. There should be student representation on School Boards or similar teaching and learning fora at School level. The School Board should receive a report from the School SSLC as a standing item. Student membership at additional School fora should be agreed between School staff and student reps.

13. There should be student representation on Faculty Teaching and Learning Committees (or equivalent). The Students’ Union will elect the student representatives to sit on these committees and feed in students’ views from the Faculty Forums. The Faculty Teaching and Learning Committees should receive a report from the Faculty Forum as a standing item. Student membership at additional Faculty fora should be agreed between the Faculty and the Students’ Union.

14. Faculty Teaching and Learning Committees report to the Teaching and Learning Group on actions relating to student feedback via the Annual Review of Teaching and Learning. This feedback should identify any themes for action at institutional level. This is in addition to the ongoing institutional level overview of students’ issues and concerns provided by the Students’ Union’s elected officers.

Recognising student engagement in representation

15. The training of student representatives provided by the Students’ Union is recorded on the Higher Education Achievement Report (HEAR).

16. All Students should receive a letter of thanks from their Head of School (or their nominee) and Schools should consider other methods of recognising student representatives’ contribution.
Student Representation Staff Coordinators

17. Each School or discipline area should have a senior member of staff who acts as Student Representative Staff Coordinator. This may be an administrative or academic member of staff.
Appendix 1 – Responsibilities of stakeholders in the student representation system

Student Representatives (Programme)
- Regularly seek out the views and opinions of students on their programme on all matters concerning their student experience
- Bring programme-level issues and concerns to programme-level meetings, e.g. Staff Student Liaison Committees, for formal resolution
- Attend and contribute to meetings with staff.
- Ensure they are prepared for meetings, including attending training, reading papers and ensuring they consult with students to evidence their contributions
- Feed back the outcomes to students on their programmes
- Liaise with Students’ Union officers and staff, and with student representatives from other Schools and programmes
- Keep their cohort informed of updates from the School and Students Union as necessary
- Attend Students’ Union Faculty Forums and bring unresolved or higher level issues to these
- It is good practice for representatives to keep a folder of activities and actions which can then be passed onto new representatives in subsequent years so that they can see the history behind various decisions relating to the programme and the types of issues which were raised.

Student Representatives (School)
- Regularly seek out the views and opinions of students in their School on all matters concerning their student experience
- Bring School-level issues and concerns, and unresolved programme-level issues, to School-level meetings, e.g. SSLC or School Board, for formal resolution
- Attend and contribute to meetings with staff.
- Ensure they are prepared for meetings, including attending training, reading papers and ensuring they consult with students across the School to evidence their contributions
- Feed back the outcomes to students in their School
- Liaise with Students’ Union officers and staff, and with student representatives from other Schools and programmes
- Keep their cohort informed of updates from the School and Students Union as necessary
- Attend Students’ Union Faculty Forums and bring unresolved or higher level issues to these
- It is good practice for representatives to keep a folder of activities and actions which can then be passed onto new representatives in subsequent years so they can see the history behind various decisions relating to the School and the types of issues which were raised.
- NB School and Programme/Discipline level representation may be combined in some areas depending on structures.
Student Representatives (Faculty)
- Regularly seek out the views and opinions of students in their Faculty, in liaison with Programme/School representatives, on all matters concerning their student experience
- Bring Faculty-level issues and concerns, and unresolved programme or School-level issues, to Faculty-level meetings, e.g. Faculty Teaching and Learning Committee (or equivalent), for formal resolution
- Attend and contribute to meetings with staff.
- Ensure they are prepared for meetings, including attending training, reading papers and ensuring they consult with students across the Faculty to evidence their contributions
- Feed back the outcomes to students in their Faculty
- Liaise with student representatives from across their Faculty, including attendance at Students’ Union Faculty Forums
- Work closely with Students’ Union Officers to ensure there is a good link between Faculty and University-level representation
- Keep their cohort informed of updates from the Faculty and Students Union as necessary

Students’ Union
- The representative voice of the students at the University of Manchester.
- Provide information for all parties about the purpose and process of student representation.
- Provide a package of introductory and advanced training for all student reps.
- Provide a point of contact for all student representatives and keep in touch with them regularly.
- Provide an online forum for representatives to network with each other.
- Provide opportunities for representatives to network with each other and Students’ Union officers.
- Host Faculty Forums twice a semester.
- Maintain a database of all representatives including details of training attended.

Student Representation Staff Coordinator
- Act as a champion for student engagement and representation.
- Ensure student representatives have the opportunity to feed into developments affecting their student experience.
- Liaise regularly with the Students’ Union. Ensure the Students’ Union is provided with details of representatives as soon as they are elected (ideally by the fourth week of Semester 1) and details of SSLC meetings.
- Act as a first point of contact for student representatives in the School and support them as needed.
- Follow up issues raised at SSLC meetings and ensure actions are carried out by liaising with appropriate School and Faculty staff and other colleagues as appropriate.
- Report back to student reps and feedback the outcomes of any actions.
- Ensure fair and well publicised elections are held annually for student representatives.
Appendix 2 –SSLC Terms of Reference

Membership

An SSLC must have representatives from both the staff community of the programme/discipline area/School and also student representatives. Staff members should be appropriate administrative/support staff and academic staff such as programme directors, UG/PG Directors, etc.

The Head of School may be invited to all or part of the meetings as appropriate.

The SSLC Chair may be a student representative or a member of staff.

Terms of Reference

A suggested Terms of Reference follows:

1. To discuss any matter relating to the experience of students in the programme, discipline or School.

2. To make recommendations to the Head of School, the Programme Director, the UG/PGT Director (or equivalent) or their nominees.

3. To receive feedback on actions taken in response to requests or information provided by students through their representatives, as well as that provided from other sources such as National Student Survey, unit surveys or the Students’ Union.

Running of meetings

The agenda and papers should be distributed one week prior to a meeting.

Formal notes are not required but there should be an action plan from each meeting which is sent out to all members immediately. This action plan should be brought forward and updated at each meeting.

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<td>Lead contact: Emma Hilton Wood, Head of Academic Policy, TLSO <a href="mailto:emma.hilton-2@manchester.ac.uk">emma.hilton-2@manchester.ac.uk</a></td>
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