

COURSE REP PROGRAMME 2020/21 STAFF GUIDE

A guide from the students' union
about Course Reps and how to
engage with the programme

WELCOME!

Hey, I'm Rabbi - the students' union Vice President Education and Deputy President.

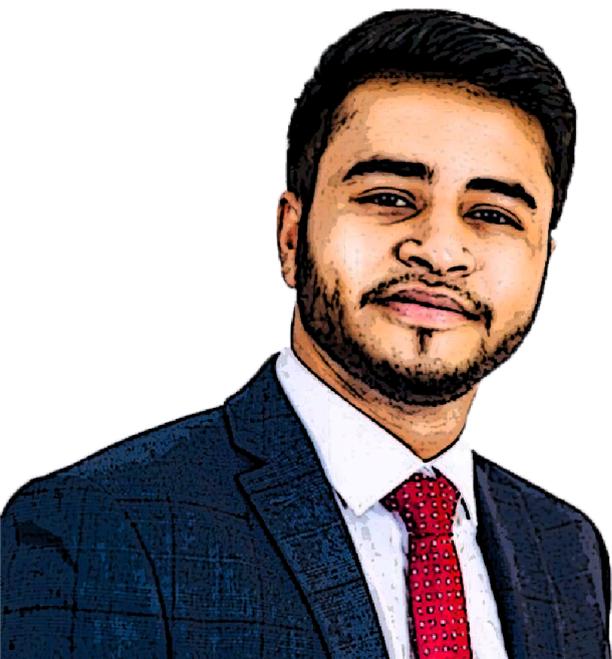
Course Reps are absolutely vital in us all working together to help shape the learning experience and community at LSBU, and we couldn't be more excited to work with you to help drive the programme this year.

As an international student studying Accounting and Finance at LSBU, I started getting involved with the students' union and campaigning on student issues back in 2018 through the Course Rep programme. That is why I am so passionate about our learning and teaching, the student voice and helping surface and raise feedback both in terms of what is going well, but also what could be going better - because I know the difference we can make when we work together.

The role of a Course Rep is a great opportunity and privilege, and our message to students taking part is that they will only get out of it what they put in - and that they have a responsibility within the role. To help students in the programme develop their leadership, presentation and communication skills we are running training and support through the year, as well as providing essential tools and help to every Course Rep.

I know that together we will form an engaging and responsive community, which will allow us to make the university work for everyone and improve the studies and lives for each and every one of our 18,000 students. To help you make the most of the year, me and team are here to help - and you can also get in touch with us anytime at coursereps@southbank.su with any questions, ideas or feedback. We can't wait to work with you.

Rabbi



What is the students' union?

The students' union is an independent charity that exists to champion the academic interests of every student at LSBU. Membership is totally free for students and they automatically become a member when they enrol on any course.

Get in touch with Rabbi and the SU team

You can get in touch with us anytime on hello@southbank.su. You can also reach us on social media at Twitter, Instagram, Facebook and LinkedIn.

WHAT IS IN THIS GUIDE?

Contents

1. The Course Rep programme
2. How to elect and register Course Reps
3. How to get and give feedback
4. Resources and tools
5. Getting help and support

This guide has been created by South Bank Students' Union

If you have any questions or feedback about its content you can get in touch with us anytime at course reps@southbank.su and a member of the team would be glad to hear from you.

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ABOUT THE PROGRAMME

A Course Rep is an LSBU student that has been elected by their classmates to collect and represent the views of the course:

- Course Reps work to communicate issues, ideas and feedback to LSBU lecturers and staff as well as other students and the students' union
- Course Reps will find out about and raise issues, ideas and feedback in a number of ways including 121s with students, asking and collecting responses to surveys, questionnaires and campaigns, attending Course Boards and meetings and taking part in students' union conferences and events
- Course Reps are supported and trained by the students' union and are part of a community working to make the university better for everyone.

Being a course rep is a really valuable and rewarding experience:

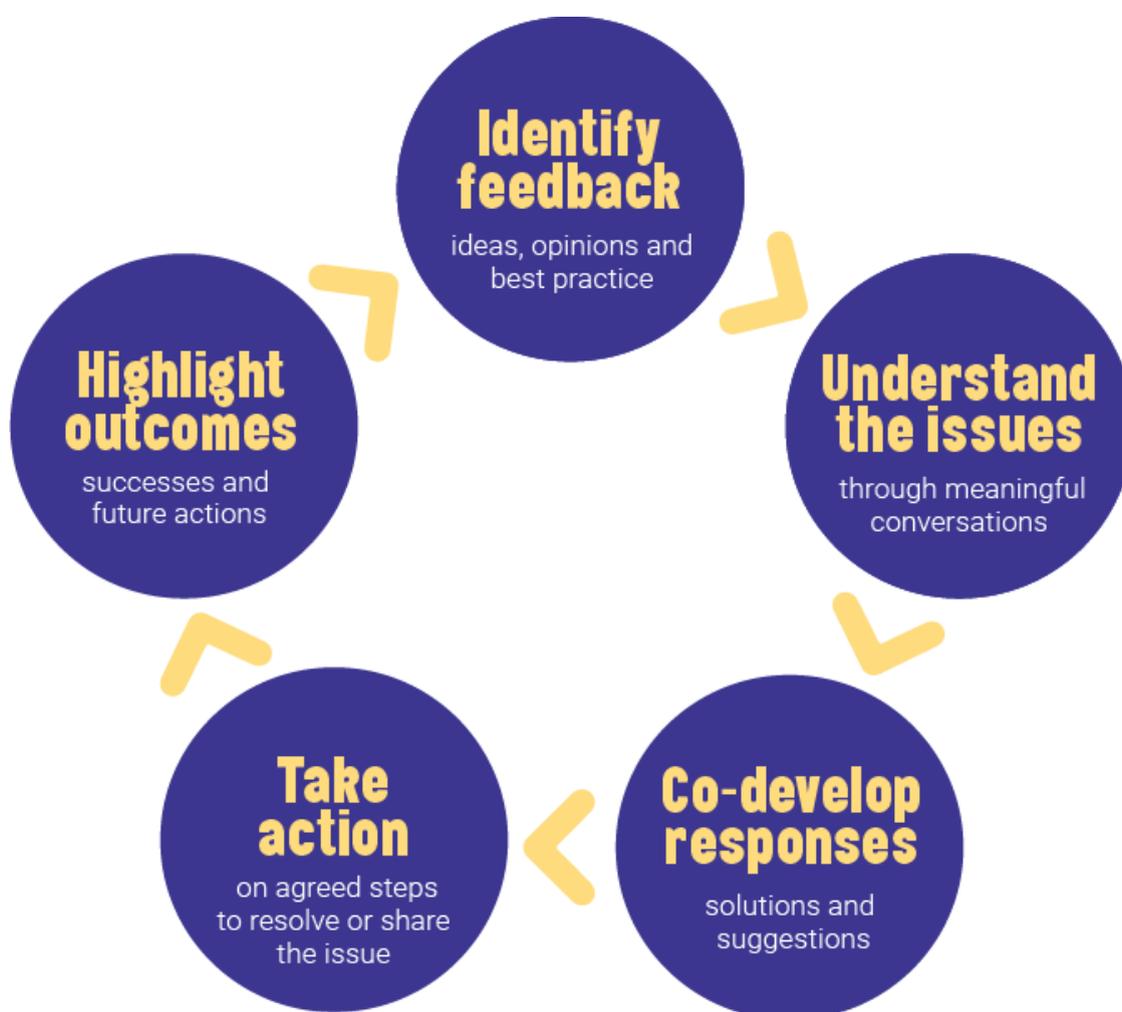
- Students are part of making change happen on issues that are affecting them and their course, helping shape the course and classroom and much more
- They will have the opportunity to enhance their skills and knowledge in public speaking, research and policy, time management and campaigns to name a few!
- They'll make friends and meet new people and students across the university.

Course Reps are elected in the first few weeks of the course:

- At the beginning of the year, Course Directors and the students' union will help organise an election where students can put themselves forward as a candidate
- Each candidate should be given around 30 seconds or a minute or so to say why they think they'd be an amazing Course Rep and should be elected.
- Everyone in the class/course should then have a vote - with the person who has the most votes being elected. More than one Course Rep can be elected.
- Once elected, the Course Director/ lecturer will work with the student and let the students' union know who they are so training and support can be organised
- Then the fun work begins in representing students, together in partnership!

Course Reps provide a vital link between the university and students.

- Throughout the year, Course Reps help raise feedback from students to the university and the students' union
- Course Reps take part in the process to make sure feedback is addressed by attending meetings and supporting further discussions on issues and ideas
- Course Reps will also feedback to other students about progress that is being made or updates about the feedback they have provided



The students' union is a vital part of the process

- We help and develop student leaders at LSBU and champion the student voice. We support the Course Rep programme by providing training and support, insight and tools that can help reps, staff and students take action and make change happen on a huge range of issues that matter to staff and students

Course Reps work together with the university, students' union and students

- Every student should feel able and open to share feedback and ideas with their course staff, and Course Reps exist to help facilitate this and raise issues and suggestions with the university and the students' union
- We believe that this is a positive process, and one that should be about championing open, constructive and engaging feedback - including positive feedback as part of building one, shared, learning community between students and staff at LSBU
- We know that sometimes students will also raise issues or ideas that can't be resolved within the course or at school or course level, and may need a bit of extra help or support or need bigger solutions
- This scheme is all about students having a number of ways of raising feedback and ideas and the students' union helps facilitate these alongside the university:



WATCH OUR EXPLAINER VIDEO!

Watch this quick video which tells you everything you need to know about how the Course Rep programme works - it'll only take 2 mins!
You can show this video to staff, in class and share the link with students at any time!

[WATCH THE VIDEO BY CLICKING HERE](#)

HOW TO ELECT AND REGISTER REPS

We want to make it as easy as possible for students and staff to engage in the Course Reps programme - and we recognise that this is just part of ensuring students have a great time at LSBU, but it is a critical one for championing the student voice.

What's the best way to get Course Reps elected?

We know that induction and enrolment will have been busy, and that you will have a lot of information to give students. That's why we've already included a tick box for students filling out the union's onboarding survey (<https://www.lsbsu.org/letstalk/>) to say if they are interested in becoming a Course Rep and we will share this information with them, and with you. But we know that not every student will register with us.

We therefore need your help to elect Course Reps across every course - and we've made this as easy as possible for you. We are also really happy to work with you to organise an election for you if you'd prefer - just email us on coursereps@southbank.su.

Running an election

Below is a quick easy guide to running a Course Rep election:

1. **Show the Course Rep video to your class/ course** - [you can find the video here on YouTube](#). It will only take 2 minutes and it explains everything you and the students need to know about the Course Rep programme
2. **Encourage students to be a Course Rep** - and answer any of their questions about the programme using the information in this guide
3. **Let students put themselves forward** - you could ask them to raise their hand, comment in the chat section on a Webinar, or email you if they are interested in being a Course Rep
4. **Let students share why they want to stand** - this doesn't have to take longer than a few minutes giving each person (if there is more than one) 30 seconds or a minute to say why they think they would be the best rep.
5. **Let students vote on who they want to be their rep** - this could be a vote via quick show of hands or students could vote anonymously with paper or via an online poll. This is very much up to you and/or we can work with you to run this if you would prefer. If you have a big class, or more than one student wants to be the Course Rep that is also fine, just email us on coursereps@southbank.su
6. **Announce who the rep is to the course** - you can just announce this in class or send an email around acknowledging who the winner was
7. **Let the students' union know who was elected** - by completing our Course Rep registration form [here](#). This is a really quick and easy step, and will ensure the student(s) can access training and support. The student should also be encouraged to register themselves using this [link](#).
8. **Organise a 121 with the Course Rep** - to make sure they know what the role is and how they can work with you to get feedback from the class/course. This doesn't need to be longer than a quick chat, but students would also love to grab a coffee with you or have a 121 via Teams to learn more about you, the course and how they can help and support this year
9. **Get in touch with the students' union with any questions** - you can get in touch with us at any time via coursereps@southbank.su: we're here to help!

GETTING AND GIVING FEEDBACK

Once Course Rep(s) have been elected and registered, they'll want to work with you to gather and give feedback about the course and the experiences of students. We have developed a full guide for Course Reps about how they can get the most from their role and meet all the responsibilities they have. [You can view this and share it with students.](#)

Helping students get and give feedback

We encourage students to gather feedback from all students and give them the tools and resources they need to do this. They will receive training about how best to get and raise feedback and we largely encourage students to ask three questions:

1. What's going well?
2. What's not going well?
3. How could it be improved?

Fundamentally, we believe feedback is about positive change, and we work with Course Reps to make them and students understand that the programme is not about 'complaints', but about building a shared and open learning environment and community.

We encourage all course staff to be responsive and open to feedback from Course Reps just like all students, and to work with the Course Reps to support the collection of this feedback and engagement with the issues and ideas raised.

Students will bring feedback to Course Board meetings, students' union Course Rep Forums as well as other meetings, including 121s with you and course staff. We hope that this process will empower all students to be part of creating a dynamic learning community and ultimately active in making change happen.

As part of Course Rep training we share with Course Reps the Course Rep Responsibilities and ask them to reflect on their preparedness and performance across these main three competencies. We'd encourage all course staff to do the same, and think about how they can support students in being the best Course Reps possible.

Course Rep Responsibilities

The main things I do as a Course Rep	How can I help Course Reps do this?
<p><i>"As a Course Rep I talk to students to collect their feedback and represent them and their views."</i></p>	
<p><i>"I provide a link between students and staff, identifying and communicating student issues."</i></p>	
<p><i>"I take these issues and negotiate on behalf of students, updating them with the progress and the outcome as it happens"</i></p>	

If at any point throughout the year you feel a student could utilise more support or isn't engaging in the programme, you can email us at coursereps@southbank.su at any time and we'll follow up with the student as part of our regular 121s. We may also get in touch with you if a student isn't engaging or attending training to see if we can work together to help engage the student in the programme so they and you can get the most out of taking part.

RESOURCES AND TOOLS

We produce a number of tools and resources that Course Reps can utilise - and conduct regular course staff briefings which we'd encourage you to join. This can help make sure information is flowing across the programme and share best practice between courses and reps.

Course Rep video

Our Course Rep video is a useful starting point for all information about the programme, what it means to be a rep and how to run a quick and easy, effective, election. [You can find this on YouTube here.](#) We can also send you a local copy if that is easier for you.

Course Rep guide

We've produced a comprehensive guide to being a Course Rep that compliments Course Rep training and support for reps throughout the year. You can see this and [share it with students using this link here.](#)

Course Rep training

Throughout the year Course Reps will get access to training and support from the students' union. Here are some examples of the training we will provide:

- Public Speaking
- Getting and Giving Feedback
- How To Make A Difference in your year
- Campaigning and advocating for change
- How to be the best Course Rep in the world
- How the university works

Course Rep Forums

We hold regular networking and training spaces every month for Course Reps. All information about the programme is available on our website at www.southbank.su

Speak with a member of the team

If at any point you want help or support with the Course Rep scheme, we encourage you to get in touch with us at coursereps@southbank.su and we'll gladly help.

FAQS

Who can be a Course Rep?

- Any student who is enrolled on an LSBU course can be a Course Rep. Ideally, no more than two students would be elected per year, per course, to help ensure Course Board meetings organised by the university are manageable, but where class sizes are larger or flex is required due to the type of provision, more than two students can be a Course Rep but we'd recommend you discuss this with us by emailing us on coursereps@southbank.su and we'll set up a time to speak

How do Course Reps work with course staff?

- Course reps support course staff and lecturers by being an extra link between staff and students. This can ease the pressure on staff as well as students, with the Course Rep as a useful first point of contact for communicating ideas, issues and feedback
- The students' union is committed to helping staff and students and making your jobs easier! Ensuring that students elect a Course Rep opens the dialogue between students and the university about feedback and their involvement in their education. Greater student engagement will lead to better responses from students and more efficient and effective solutions

How are Course Reps supported, do they get training?

- All Course Reps have a dedicated member of staff who will support them throughout the year they will also be drawing on a wider community of student leaders and active involved communities
- The students' union has dramatically increased resourcing for the Course Rep programme for the 2020/21 year, with two members of dedicated staff
- There will be two weeks of training events organised for students and we will happily organise additional sessions where required.

What is involved for the students?

- As a Course Rep, they will be invited to attend monthly Course Rep forums and quarterly conferences hosted by the students' union. They will also attend Course Board meetings organised by the university.
- Course Reps are then mainly responsible for helping gather and raise feedback, ideas and information related to their course and studies. They are encouraged to do this monthly and are supported to do so through resources and tools provided by the students' union.

Why should students be a Course Rep?

- As a Course Rep, students will gain many skills that they can put on their CV, including public speaking, time management and organisation. The Course Rep programme is also accredited and will appear on their Higher Education Achievement Record Scheme.
- Fundamentally, students will make a difference and build a sense of community across the institution by working with course staff and the students' union to gain great outcomes for students
- They will meet incredible people and make friends and feel more invested and involved in the university

GET SUPPORT AND HELP

As the students' union, we are here to support you and help with training and any questions throughout your year students may have as a Course Rep. You can email the team at any time on coursereps@southbank.su with any questions and we would be happy to help.

Got questions or need help?

You can email the team on coursereps@southbank.su at any time and we'll get back to you on any questions you may have or help you need.

Got questions?
SOUTHBANK.SU

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