
Quality Manual: Student Representation at CCCU

The purpose of Student Representatives is to act as a voice for the students, providing feedback to the University and Christ Church Students' Union on key issues which affect students and to work proactively to develop and enhance the wider University experience.

Contents

1. Introduction	2
2. Course Representatives	2
3. School Representatives	2
4. Electing Student Representatives	2
5. Training Student Representatives	2
6. Meetings attended by Student Representatives	3
7. Appendix	5

1. Introduction

- 1.1. The purpose of Student Representatives is to act as a voice for the students, providing feedback to the University and Christ Church Students' Union on key issues which affect students and to work proactively to develop and enhance the wider University experience. The system will be most effective when Student Representatives communicate regularly with the cohort they represent.

2. Course Representatives

- 2.1. All undergraduate and taught postgraduate courses will have Course Representatives. There will be one or more Course Representatives for each level of a course. Course Representatives will represent students and act as their voice on a course. They will attend Student Voice Forums and Boards of Studies.
- 2.2. The number of Course Representatives will be determined by the number of students at each course level. There will be a minimum of one Course Representative for every 40 students for each level of a course, irrespective of whether it is a full-time or part-time course.
- 2.3. Separate arrangements will be made for the representation of postgraduate research students through the Graduate College and the Postgraduate Research Association.

3. School Representatives

- 3.1. There will be one, plus a deputy, Student Representative for each School, who will attend the termly Academic Representative Committee with the Students' Union President (Academic Life).
- 3.2. School Reps may also be asked to attend meetings throughout the academic year, invited by the Students' Union or the University, to provide feedback on the student experience within the School. Schools will attend Academic Regulations and Policy Scrutiny Group with reps from NMAPH attending the School Work-based and Practice Placement Learning Sub-Committee.
- 3.3. School Representatives should coordinate communication and meetings between the Course Representatives within the School and create a supportive network.

4. Electing Student Representatives

- 4.1. All Student Representatives will be elected through a transparent democratic process.
- 4.2. Course Directors are responsible for electing Course Representatives.
- 4.3. The Students' Union are responsible for electing School Representatives.
- 4.4. There will be a minimum of 8 School Representatives.

5. Training Student Representatives

5.1. Training for all Student Representatives will be undertaken by the Students' Union in partnership with the University.

6. Meetings attended by Student Representatives

Course Representatives

6.1. Student Voice Forums are active partnerships between Course staff and Course Representatives, with a purpose to:

- inform and enhance teaching, learning, assessment and content of course modules
- provide the student perspective with regards to course planning and development
- provide feedback on the availability and appropriateness of learning resources
- inform and improve the organisation and management of the course
- facilitate a fair and equal experience for the diverse members of the student population
- provide feedback to the cohort about the meetings, issues discussed, and actions taken.

6.2. There must be a Student Voice Forum held a minimum of one per semester / trimester.

6.3. It is the responsibility of the Course Director to set the meetings in a timely manner and circulate the details to Course Representatives including dates, agendas, minutes and action points - which should also be made available to the wider student cohort.

6.4. Boards of Studies monitor student outcomes within courses and individual modules. It looks at proposals for course changes and the Course Performance Plan.

6.5. Your course meetings within the SU are available for Course Reps to attend.

School Representatives

6.6. School Representatives attend the following meetings:

- Academic Representative Committee – this is a chance for School Reps to meet with the Students' Union President (Academic Life). It is a chance to discuss how the year is going and raise any issues shared by the Course Reps. This is also an opportunity to work together on academic campaigns with the support of the President (Academic Life) and Student Voice Team.
- Students' Union and University meetings – you will be asked to attend other meetings throughout the academic year, invited by the Students' Union or the University, to provide feedback on the student experience within the School.

Table 1: Student Representatives Person Specification

TASKS	PERSON SPECIFICATION
Reps should be the main point of contact for students from their course / school in relation to their student experience	- Organised and punctual - Approachable and friendly - Able to undertake the training associated with this role
Reps are required to communicate effectively with staff both in person and over email	- Ability to work in a professional manner - Willing to learn new skills - Ability to communicate effectively with a variety of people
Reps are required to be a representative for their course / school and be the voice of all students on that course / school	- An ability to work autonomously as well as part of a team - Proactive and enthusiastic
Reps should inform the students on their course / school of opportunities which will affect or shape their student experience, such as events, campaigns, meetings	Ability to manage up, ensuring the Voice of Students is heard within the University

How the University will support you	How the Union will support you
- Provide Forums and meetings at which the Student Voice is heard and listened to - Minute those meetings and provide actions which will be followed up - Report back on those actions so students know what has happened - Provide a reference from the Deputy Vice Chancellor for all actively engaged Reps	- Provide Training for Reps - Provide Networking opportunities for all Reps - Include Reps in the internal Union Feedback - Empower Reps to be proactive and seek change - Support Reps facing issues that are bigger than their remit to seek change more broadly
How Reps contribute to the University	How Reps contribute to the Union
- Attend all relevant meetings - Be proactive and engage with discussions - Represent the views of all relevant students not just themselves - Be solutions focused and constructive - Coordinate communication amongst students	- Attend all relevant training / networking - Be proactive and engage with discussions - Represent the views of all relevant students not just themselves - Seek to create change for the benefit of the student experience - Create a supportive network

7. Appendix

The Process

- 7.1. Schools (Executive Services Teams supporting Course Directors) collect the names of Reps from the Course Teams and populate the central spreadsheet held by Quality Assurance & Enhancement.
- 7.2. The Deputy Vice Chancellor's office uploads all Reps to the Blackboard.
- 7.3. Students' Union contacts all Reps and offers training.
- 7.4. Course Teams keep record of all Student Voice Forums for their courses, and which Reps attend, logging actions and recording progress.
- 7.5. Course Teams publicise Reps names on Blackboard, encourage Reps to speak to students, give time in lectures for Reps to introduce themselves, tell students when forums are happening, ensure forums are minuted and follow up on actions. Course Teams are open to receiving feedback from students and welcome student views non-judgmentally without any detrimental impact on the individual Rep bringing those views. Course Teams are consciously aware of the role of the Rep and supportive of them.
- 7.6. The Deputy Vice Chancellor's office gives each Rep who attended a student forum, and SU training, an open reference.
- 7.7. Reps can log their hours on the volunteering website and the Students' Union will award certificates for hours logged.

Document Information	Description of Document Information
Document Title	Quality Manual: Student Representation at CCCU
Department Owner	Learning, Teaching and Enhancement Quality Assurance & Enhancement Students' Union
Date of Commencement	May 2023
Review Date	September 2026
Version	4
History of revisions of the Document	Version 4, updated to reflect revised School/Faculty Structure, July 2025 Version 3, updated to reflect revised academic governance meetings, January 2025 Version 2, updated to reflect new CCSU logo, September 2023 Version 1, approved by Quality Monitoring and Review Sub Committee, April 2023
Web Address	https://www.canterbury.ac.uk/quality-and-standards-office/regulations-policies-and-procedures/quality-manual.aspx