

STAFF GUIDE TO STUDENT REPRESENTATION AT BUCKINGHAMSHIRE NEW UNIVERSITY 2020-21



bucksstudentsunion.org/representation



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Introduction from the Vice President Education and Welfare

Partnership's between staff and students is key for a thriving academic community, when the student rep system works well it is a massive benefit to everyone involved.

Reps provide feedback on the experiences of students on your course and in your faculty, which can offer insight and opinion with a fresh and innovative perspective.

Reps are there to work closely with university and union staff to bring a positive, student-led change that will have an impact both for their cohort and for future students on the course.

This year we aim to build on our previous work and achievements, extend support and improve the representation system in all corners of the University; this will only be possible with ongoing support from a receptive and engaged academic team.

The ground level engagement with each and every student at Bucks makes the student experience what it is. I am very much looking forward to working with you all towards what I know will be another successful year.

Please do not hesitate to get in contact if you have any questions.

Best Wishes,

Tash Neal

Vice President Education and Welfare 2020-21

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Election dates for 2020-21

Autumn term

Elected from all levels

Nominations open: Mon 21 Sept '20 at 10 am until Fri 18 Oct '19 at noon

Voting takes place online: Mon 21 Oct '19 at 10 am until Fri 25 Oct '19 at noon

Spring term

All levels except final year students
(electing for next academic year)

Nominations open: Mon 13 Jan '20 at 10 am until Fri 14 Feb '20 at noon

Voting takes place online: Mon 2 Mar '20 at 10 am until Fri 6 Mar '20 at noon

For alternative modes of study please see 'Recruiting Student Reps' from your student groups.

Student Rep Framework

There are lots of ways students can be part of the rep framework. Below is some more detail about the roles available to students.

Student reps

Student reps are elected by their peers to form the first tier of our representation system and are the first point of contact for students with issues or concerns. Elections take place in March for students going into levels 5 and 6 in the next academic year and October for new level 4 students and any courses that do not have reps. Reps must be re-elected each year.

Student reps are trained and supported throughout the year by the Students' Union and are rewarded for their contribution to this scheme with a reward payment of up to £100 funded from the Big Deal. In order to receive the reward, reps must comply with a series of requirements: attending rep training, attending a coffee session with the Course Leader/Year Lead/Placements Team and a follow up Meet the Rep Team session with the Students' Union, attending programme committee meetings and providing feedback to their cohort and the Students' Union, and participating with the Students' Union Rep Conference.

School officers

School officers are appointed through an interview process to work alongside the Vice President Education and Welfare and Representation team to provide school-wide advocacy, support our campaigning work and promote the benefits of democratic engagement, representation and quality assurance to our diverse membership.

School officers will be full members of the Students' Union's Education Forum. Heading up the representation system in their school, they are expected to liaise with student reps to ensure they have a sound understanding of issues across all courses and spreading good practice among reps. They also serve as an enthusiastic and knowledgeable advocate of effective representation as well as monitor trends in student feedback, report back to the Union and school, and escalate issues and campaigns where applicable. They also attend Library Forum, PCMFF and Rep Conference Planning Group.

School officers will also be actively involved in a variety of other areas, such as Subject Annual Monitoring Meetings and Validation events. Extra support from the Students' Union and various national training programmes are provided as required. School officers also receive an additional pay for their work during the academic year based on the work they complete.

Student Rep Framework

Union Council

Union Council is a monthly meeting to represent the voice of the students (our members) and is the highest form of student representation. Union Council informs students of Union policies and comments on Union strategy and planning. The Council also receives a quarterly report from the Board of Trustees and a monthly report from the Sabbatical Officers, who are accountable to the Students' Union membership through Union Council. Union Council also discusses all the important issues each year, from having a 24-hour library through to getting feedback turned around in three weeks.

Sabbatical officers

Becoming one of our elected sabbatical officers offers a unique opportunity to be a part of the Students' Union leadership team, providing the strategic direction for the organisation.

Sabbatical officers have the opportunity to shape and influence the academic and social life of students at Bucks New University in pursuing the Students' Union's mission of 'Making life better for students at Bucks'. Having been elected in a cross-campus ballot (held in the spring term each year), sabbatical officers are answerable to the student body. They act as principle representatives of students at the University, sitting on the highest decision-making bodies within the Students' Union and University. They also gain invaluable experience as trustees of a charity whose role is to improve the education of students at Bucks New University. In the past, our sabbatical officers have gone on to secure great jobs such as advising major political parties and working in the television industry.

No prior knowledge or experience of the Students' Union is required, just a manifesto packed with new ideas that capture the imagination of the student body and a desire for change.

Students should contact the Membership Services Manager for further details.

Executive officers

In order to make sure that the Students' Union is representing our members to the best of our ability we are making sure that our harder to reach students have a voice in everything that we do. The executive officers roles are voluntary and should be done alongside studying at Bucks. The roles include Women's Officer, Black Asian and Minority Ethnic (BAME) Officer, Disabled Officer, LGBT+ Officer, which students have to self-define within those areas in order to stand and Mature Officer, Part-Time Officer, International Officer and Postgraduate officer which is done based on University data.

Student trustees

We have places for four current students to sit on the Bucks Students' Union trustee board alongside the three Sabbatical officers and four lay trustees. Once elected a student can sit on our trustee board for a maximum of two years or until they are no longer a student. Charity Trust is a real bonus on a student's CV that will highlight just how involved and engaged they have been whilst at university.

Year in Brief

Nominations

During this period we promote available rep positions, visit classes to introduce the opportunity, outline the role and responsibilities (as well as the rewards) available. Interested students must complete and return a nomination form to the Students' Union before close of nominations.

Past evidence has shown that elections are much more likely to be contested after a member of the Students' Union team has addressed the class.

What do you need to do? Contact the Students' Union at surepresentation@bucks.ac.uk in order to arrange a five minute lecture shoutout.

Online elections

To ensure a fairer democracy of student reps, the vast majority of reps will be democratically elected through an online election hosted at bucksstudentsunion.org/vote. It is crucial that all students know about these elections and take the opportunity to vote and make their voice heard.

What do you need to do? Publicise the elections in class and, wherever possible, allow candidates an opportunity to speak to their voters during this time.

Historically, reps with the highest voter turnout receive much more feedback from their peers.

Training

All reps will attend a mandatory training session to provide them with background information and prepare them for their role in the year ahead.

What do you need to do? Ask your elected rep if they have heard about rep training?

Training will be held on Wed 30 Oct '19 for new reps

Training will be held on Wed 18 Mar '20 for the February cohort Nursing reps

Returning reps will be directed to a returning rep online training

Coffee sessions

Coffee sessions are held in November and February and have been introduced as an opportunity for course leaders to sit down with their student reps outside of a Programme Committee Meeting.

The sessions will introduce you both to each other and talk about how the relationship will work between student reps and lecturers on your course for the upcoming year. This is chance to find out what your reps expect from you and your colleges, what you expect from your reps, and discuss any outstanding issues. Student Reps will be provided with a coffee voucher for and be a discussion sheet from the Representation team.

Uxbridge students

Uxbridge students will have their first coffee session in either November (Sept cohort) or March (Feb cohort) with their Year Lead. Their second coffee sessions will be held in July (Sept cohort) or December (Feb cohort) with the Placements team.

What do you need to do? Wait to be contacted by your rep to arrange a coffee session. If you do not hear from them please reach out to them.

Meet the rep team sessions

Meet the Rep Team sessions are held three times a year with the student reps on a course and a member of the Representation Team. Here we ensure that all reps are comfortable with the work they have been set and discuss the answers from the coffee session with the students' Head of Course, Year Lead or Placements Team. These sessions also mean any developing issues can be resolved as soon as possible, as opposed to waiting to the next Programme Committee Meeting.

Pre PCM form

This year we have developed a Pre-PCM form as a new initiative for reps to gather feedback from their group. The form is broken down into 8 sections, all in line with the headings in the National Student Survey. The form also has prompt questions to aid reps in asking their class for feedback.

Student reps must submit this feedback at least one week before their Programme Committee Meeting. This feedback will then be sent out to the attendees of the meeting by a member of the Representation Team. Please look through this feedback prior to the meeting and prepare responses to any necessary feedback.

What do you need to do? Allow reps to publicise themselves and collect feedback in class wherever possible. Read through the submitted feedback prior to the PCM and have pre-prepared responses to any relevant feedback points.

Programme committee meetings

Reps are expected to attend all PCMs held for their course. Reps are still expected to submit feedback and apologies form to the committee through the Students' Union if they are unable to attend.

What do you need to do? Ask your elected rep if they are aware of when their Programme Committee Meeting is

Autumn term PCMs are held Mon 2 Dec - Fri 13 Dec '19

Spring term PCMs are held Mon 16 - Fri 27 Mar '20*

PCM Feedback

Reps complete an online feedback form detailing how they feel their meeting went. This information feeds into handover documents for their successors, ensuring that support from the Students' Union continues to be relevant.

bucksstudentsunion.org/representation/feedback/

Rep conference

Our Rep Conference is held on a Wednesday afternoon in January each year. This year the conference is on Wednesday 27 November 2019 from 1-5pm. This is an opportunity for student reps to meet reps from other courses and chat about their experiences this year. We also hold a range of sessions for them to learn more about the university, explore further opportunities within the Union, or boost their employability skills even more.

This year we held sessions on mental health, how to run a successful campaign, graduate employment and much more. Student reps also have the opportunity to run their own session during the day. Attendance at Rep Conference also makes up part of the Student Rep payment.

What do you need to do? Check with your reps to see if they are attending rep conference

Rep recognition scheme

The Rep Recognition Scheme was introduced in 2016 as an accreditation like system that allows student reps to track their progress throughout the representation programme during the course of the year; alongside keeping a record of their involvement in other avenues of the Students' Union's offer such as society or sports team, volunteering, campaigning attending an additional skills training session. Points can also be achieved through attending SAMMs, validation panels, focus groups and more.

The scheme consists of three levels of accreditation – Bronze, Silver, and Gold. Student Reps that achieve Gold accreditation will receive an invitation to our annual Union Awards event and be presented with a certificate by the Vice Chancellor as further recognition of their hard work they will have made on the student experience.

What do you need to do? Be aware of the Rep Recognition Scheme and anything you could enlist your reps in to help with e.g. validation panels, focus groups, volunteering etc.

*The Pre-Qualified Nursing PCM is likely to be slightly later as this is very close to the Feb cohort start date

Breakdown of Responsibilities

THE STUDENTS' UNION WILL:

- Set key dates and provide information to students and staff in the Staff Guide to Student Representation
- hold at least one meeting per term giving all reps the opportunity to discuss common issues
- deliver training and any additional support required throughout the year
- provide publicity materials for staff to use in class
- provide continuing training opportunities online
- gather and analyse online student feedback
- provide regular e-briefings for student reps
- administer online elections.

ACADEMIC AND PSE STAFF SHOULD:

- Familiarise themselves with the Staff Guide to Student Representation (especially key dates)
- communicate the opportunity to students in class using Students' Union materials and actively encourage participation
- direct students to nomination forms on **bucksstudentsunion.org/representation***
- invite the Students' Union into a class in the first three weeks of the academic year to talk about standing to be elected as a student rep and obtain nominations.

*Student reps should not be elected in class however if this is done then the elected reps details should be passed onto the Students' Union using the appropriate online form on **bucksstudentsunion.org/representation**

STUDENT REPS SHOULD:

- Complete an online nominations form during the nominations period at bucksstudentsunion.org/vote
- campaign to get students to vote for you during the student rep election period
- attend rep training
- attend two Coffee Sessions a year with a member of the relevant academic staff
- attend three Meet the Rep Team sessions with the Representation Team
- gather feedback from the students you represent before attending a Programme Committee Meeting (PCM) using the Pre PCM form and submit online 1 week before the PCM
- complete the student rep online feedback form within one month of each PCM
- read regular Union e-newsletters to keep up-to-date with Students' Union campaigns
- attend additional training where appropriate
- communicate student feedback to committees and committee responses back to students, establishing a dialogue

The above demonstrates the relationship between University staff, students and the Students' Union.

Recruiting Student Reps

The Big Deal funds up to 200 student reps across the University. Exact numbers of representatives will differ between course/department/school and methods of recruitment differ between courses and modes of study, as detailed further below. Students and staff alike can search our database of reps at **bucksstudentsunion.org/replist**. Please contact your local member of the representation team for any further information or to arrange a meeting.

Undergraduates (UG)

The majority of reps will be **democratically elected** from UG courses, generally with no more than one student rep to around fifty students in line with the principles laid down in the University's formal documents.

Past evidence has shown these positions are best taken up when promoted in class by a member of the Students' Union team who can provide interested students with a nomination form (also available online at **bucksstudentsunion.org/elections**) nominations will be accepted for a period of at least 2 weeks.

What do you need to do? Promote nominations and elections amongst your students: contact your local member of our representation team to arrange a presentation during the nomination period.

Nominations can be submitted online at **bucksstudentsunion.org/elections** this includes a short online form asking for the students name, id number, course contact information and why they want to be a rep.

After nominations close all the nominees for vacant positions are input onto our website in an online election. This can be found at **bucksstudentsunion.org/vote** - each election also includes Re-Open Nominations (RON) as a candidate ensuring that students have an option to vote for at least two candidates in each election. Elections are run using the Order of Preference voting system. In order to log in students will need to know their ID number and date of birth.

Once voting has closed all candidates are informed of the results of their election.

Pre-Qualifying Nurses

Representatives will be **elected from both cohorts of all branches** of the Nursing course as with other undergraduate courses. Training will be run at least twice in the year to accommodate both cohorts.

What do you need to do? Promote nominations and elections amongst your students: contact the Students' Union at **surepresentation@bucks.ac.uk** in order to arrange a five minute lecture shoutout.

In the event student reps are unable to attend they are asked to complete an apologies form so that feedback from students can be given to the meeting.

The University will support students who want to swap shifts to be able to attend Student Rep meetings.

Postgraduates (PG) & Post-Qualifying Nurses (PQN)

The majority of PG taught and PQN reps will be democratically elected from their courses, but there are some courses that run in such small numbers they do not need a rep as their feedback will be captured by other methods (see next page).

What do you need to do? If you run a PG or PQN course contact the Students' Union at **surepresentation@bucks.ac.uk** to arrange a short representation shout out for your students. If any students are interested they can find out more at **bucksstudentsunion.org/representation**.

Representation Methods

The Students' Union is constantly looking at ways to engage our traditionally 'hard to reach' members. Student reps will be engaged through attendance at Programme Committee Meetings. School Officers will sit on more senior committees which are more likely to occur at a school level, rather than a course level.

We believe that having a student rep that is trained by the Students' Union and who regularly attends PCMs to give feedback on their course, is the best means of student engagement. We also realise that due to the nature of some of the courses provided, this isn't always an option and we need other ways to get feedback from students about their courses and their University experience.

Below is a table showing what sort of courses should have which kind of representation method.

Full-time undergraduate (also including WIFY students)	Student rep
Part-time undergraduate (also including WIFY students)	Student rep
Full-time undergraduate distance learner	E-newsletter/email
Part-time undergraduate distance learner	E-newsletter/email
Full-time postgraduate	Student rep
Part-time postgraduate	Student rep
Full-time postgraduate distance learner	E-newsletter/email
Part-time postgraduate distance learner	E-newsletter/email
Apprenticeship undergraduate	Student rep

We have created a menu of all the different means of representation available to our members.

Student rep:

A student that completes a student rep nomination form obtained from the Students' Union and runs in an online election. The student then attends student rep training, attends two Coffee Sessions, three Meet the Rep Team sessions, and two PCMs a year and provides online feedback about the meetings. Depending on how many of these tasks the student completes they are eligible for payment of up to £100.

E-newsletter

A representation E-newsletter is sent out to all student reps across the course of the year informing student reps of upcoming work, events, and any other skills sessions that may be of benefit to them. The contact details of the representation team are also included, to give reps the opportunity to contact the team with any feedback or queries they may have.

Email

Emails are another form of communication for students who are distance learners or studying at other locations. The course administrator should send the cohorts details to the Students' Union so that we can email each student and ask them to complete a short email questionnaire. The Students' Union will then process the information into a report to present at the PCM.

Training

The Students' Union is committed to supporting our student reps, ensuring they are fully prepared for their role and throughout the year through a variety of initiatives.

Rep training

All student reps are contacted about a **mandatory training session**, which forms part of their reward payment criteria. This session **covers all of the basic information they require to make a confident start in post**. At the end of every training event, students are asked to fill out a written feedback form; sessions are frequently adjusted to ensure that future reps receive the most appropriate training. Generally the session will contain:

- an in-depth introduction to their role and responsibilities
- introduction to University committees and wider student representation
- an exploration of methods for gathering and presenting feedback
- a discussion of NSS scores
- a guide to signposting students to other support services.

To allow reps of varying confidence and experience the opportunity to make the most out of their year as a student rep, we also hold a Representation Conference in January each year. We frequently incorporate topical workshops, often facilitated by guest speakers, to reflect current sector and institutional priorities.

This day also provides a great opportunity for reps to meet each other, and begin to share examples of best practice.

We have also developed a new online training platform that will allow us to enhance our representation offer whilst also equipping as many reps as possible with the necessary training in order to be as successful as possible within their role.

Additional skills training programme

The Students' Union's **extensive additional skills training programme provides reps with an opportunity to enhance and develop their skills**. These sessions are open to, and draw together, all students who volunteer with the Students' Union, whatever their role.

The exact content of the Additional Skills Training Programme will vary year on year to reflect the current requirements of student reps and previous feedback received. Past sessions have included **Public Speaking, Effective Chairing, Negotiation Skills, Research Methods for student reps, and CV Writing**. Sessions are delivered by a mixture of Students' Union staff, University staff/departments and external training providers.

Reps are also encouraged to make the most of a range of opportunities to contribute to other University committees and procedures such as Periodic Department Review panels and Validation panels for which further training and support is provided.

Meetings and minutes

So that we can get the highest possible turnout of student reps at Programme Committee Meetings please think about the following guidelines.

Staff liaison

All schools should have a nominated liaison that will have closed contact with the representation team within the Students' Union.

The nominated member of staff should prompt programme teams to supply details to the relevant member of the representation team in advance of the start of the academic year.

Notification of meetings

PCMs should be held as set by Academic Planning Committee. The exact time and location of the meeting should be sent to **programme.committees@bucks.ac.uk** a minimum of 10 working days prior to the meeting and the details of the second meeting should be agreed and noted at the first meeting.

Student reps are required to submit their PCM feedback on the Students' Union website using the Pre PCM Feedback Form one week before the Programme Committee, in order for this to be circulated to the academics attending beforehand. Please include this in your email to remind the reps of their responsibility. The link to submit this feedback is **bucksstudentsunion.org/representation/feedback**.

Notification of meeting dates and times of any other meetings requiring the attendance of a student rep or school officer should be emailed to **surepresentation@bucks.ac.uk** with at least 15 working days' notice, except in exceptional circumstances. The relevant meeting papers should be sent to **surepresentation@bucks.ac.uk** a minimum of 10 working days in advance of the meeting to be circulated amongst the appropriate student reps.

Minutes/attendance records of meetings

As agreed with Academic Planning Committee the secretary of the PCM will:

- prepare the action sheet, and the record of good practice, either during or directly after the meeting
- allow the Chair two days to approve
- after this time upload to the Programme Committee Blackboard shell
- notify committee members and the following when the action sheet has been uploaded:
 - Students' Union
 - Head of Academic Department and the Head of School if they were not present at the meeting
 - any individual against whose name an action is recorded who is not a member of the committee
 - secretary to the appropriate faculty committees.

Reps will be issued with a log sheet each year which displays a checklist of elements, requiring signatures from various University personnel to evidence attendance.

Management of student reps

The Students' Union is committed to doing our utmost to guarantee levels of representation are maintained for all students throughout the course of the year.

Reward payment

Student reps receive a financial reward of £100 over the course of the academic year for fulfilling their duties. The payment is broken down to reflect their responsibilities. In order to receive the full £100 payment reps must:

- attend rep training
- attend all Coffee Sessions
- attend Meet the Rep Team sessions
- complete the Pre-PCM feedback form and submit it on the Students' Union website
- attend all PCMs throughout the year/submit an Apologies Form detailing their feedback
- submit an online feedback form within two weeks of each PCM.
- attend Rep Conference

This criteria is expressed to reps during recruitment, in training, and throughout our literature. Reps will be issued with a log sheet, requiring signatures from University or Union staff to evidence attendance. The reward payment will be withheld or reduced if reps do not complete any of these conditions. Reward payments are issued directly into the student's bank account.

We feel that this system ensures that those who are legitimately unable to fulfil an element of the role are still rewarded for their work, whilst limiting the financial impact of reps who do not contribute.

Performance and removal

There are two different ways a student rep can be removed from their post, firstly by the Students' Union and secondly by being voted out by their peers. We make great efforts to ensure that reps know and understand their responsibilities from the outset. Failure to meet two consecutive milestones will trigger a review of their position and may result in the removal of the rep, a decision made by the Students' Union representation team including the Vice President Education and Welfare. The removal of a rep will result in the re-opening of nominations and a new election to fill the vacancy in line with Students' Union policy and procedure.

In the event that student reps are operating within these parameters but not meeting the expectations of their cohort or act in a manner that their constituents consider inappropriate, aggrieved students should be directed to the Student Issues platform on the Students' Union's website. In the first instance, the Students' Union will seek to mediate between parties. Should this course of action fail, the complainant should seek advice from the representation team who will advise on how to instigate the process of democratically removing an elected representative.

All students have the right to recourse if they feel unfairly treated and can appeal against the decision to a panel of Students' Union representatives. This applies if they have been removed by the Students' Union but not if they have been voted out by their peers.

Please note that this does not apply to concerns from University staff: student reps are elected by their peers and as such are answerable to them. If you have any concerns regarding the conduct or performance of a rep, please contact **surepresentation@bucks.ac.uk** and we will investigate your concern.

REP RECOGNITION SCHEME

Bronze (100 points)

Silver (200 points)

Gold (300 points)

REP ESSENTIALS

POINTS FOR COMPLETION

Attend rep training in person OR complete online returning rep training.....	10
Complete online rep training (campus learners).....	5
Complete online rep training (distance learners).....	10
Attend first coffee session.....	10
Attend first 'Meet the Rep Team' session.....	10
Attend PCM 1 and Complete Post PCM feedback (OR submitted apologies form).....	15
Attend Rep Conference.....	10
Attend second coffee session.....	10
Attend second 'Meet the Rep Team' session.....	10
Attend PCM 2 and Complete Post PCM feedback (OR submitted apologies form).....	15
Involvement with the 'It Starts With You' campaign.....	10

UNIVERSITY COMMUNITY

Attended Union Council meetings.....	5 per meeting
Suggest a recreational activity for the Union to run.....	5
Presented at Union Council.....	10
Validation student panel member.....	20
Run session at Rep Conference.....	20
Co-Chair a PCM.....	20

SOCIAL RESPONSIBILITY

Registered to vote in local area (Home/ Uni).....	20
Attended 12 hours of volunteering..... (For every 12 hours, Max. 36 hours)	20
Raised money for charity three times.....	30

MEDIA

Join School Facebook group.....	5
Create course group chat.....	5
Share 5 Students' Union posts on Facebook.....	5
Write two articles for website/newspaper about rep issues.....	10
Tweet 10 times over one term about rep issues.....	10
Take part in one radio show about rep issues.....	10

CAMPAIGNS

Actively participate in two local campaigns.....	20
Actively participate in one national campaign.....	30
Run one campaign.....	40

RESEARCH

Complete the End of Year Rep Survey.....	5
Attend one focus group feedback session.....	10

NOMINATIONS

Get 10 ELT nominations filled out by other students.....	10
Get 10 Union Awards nominations filled out by other students.....	10
Nominate a member of University staff and a student for an award.....	10

IT'S A BIG DEAL

Attend three sports for fun sessions.....	10
Attend three recreational activities sessions.....	10
Attend three additional skills sessions.....	10

MAKE YOUR OWN WAY

Agree your own goal with representation team.....	Negotiated value
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Contact Information



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