

STUDENT REP HANDBOOK

September 2021


BUCKS
STUDENTS' UNION

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Welcome

Welcome to your Student Rep Handbook! This handbook is designed to be the first port of call for information during your time as a rep, but is just one of the many mechanisms we have in place to support the work you do in representing your peers.

Representation is the core function of your Students' Union. It is the reason we were formed and why we still exist today. In the last few years we have invested heavily in academic representation and campaigns to ensure it is given the support it requires.

Collective representation through our student reps is vital to the student body, especially since the amount

you pay to study at University has increased over the last few years, and the quality of education and experience you have at Bucks is of such importance. It's your comments that we want, it's you who can interact best with students from your course and find out what issues they are facing. You are vital to the running of your Students' Union and your voice is crucial.

What you say can make changes at every level of university life. This is your best opportunity to change the way the University works and remember, we are here to help and assist you at all times and we urge you to use us to make that change happen.

Meet The Team



Tash Neal

Vice President Education & Welfare
01494 601 600
natasha.neal@bucks.ac.uk



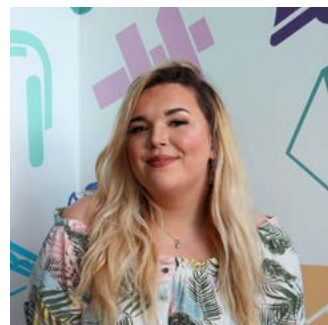
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Help is only ever a phone call or email away, please get in touch with any problems or queries.

Hello Everyone!

Welcome to your Bucks Student Rep Handbook. This guide will provide information on the different commitments as part of your student representative role which will lead you to having a successful year representing your classmates. Similarly to the Rep Election Process, I was also elected into my role as your Vice President Education and Welfare by the membership and as part of my job role I ensure the student voice is heard at all level across the university. Your role as a student rep is crucial to make improvements on your course as well as celebrating the great things that are already in place. Here at Bucks Students' Union we believe that representation is at the forefront of what we do and together we can tenaciously hold the University to account on issues affecting you! I want you to know that your role as a student rep is extremely important to us within the Union and to those around you. I lead a small staff team who are here to support you throughout your time as a rep and our doors are always open! Get ready to represent, good luck and enjoy!

Tash Neal

Vice President Education and Welfare
Bucks Students' Union



School Officers

At Bucks, we have one School Officer for each of the seven schools: Art, Design and Performance; Aviation and Security; Business and Law; Creative and Digital Industries; Health Care and Social Work; Human and Social Sciences; and Nursing, Midwifery and Allied Health. This year, we introduced an additional School Officer role for Nursing, Midwifery and Allied Health to ensure both the February and September cohorts and represented effectively. School Officers are appointed through an interview process to work alongside the Representation Team to promote the benefits of representation.

School Officers are current Bucks students who lead on representation within their school and liaise with Student Reps to gather feedback and help formulate our Education Committee reports, ensuring the student voice is heard at all levels across the University. We recognise that sometimes speaking to staff can be daunting and you may prefer to discuss any issues with another student. School Officers are there to support you in your role as Student Rep, listen to any issues you may be experiencing, and help you to better understand your role.

Your 2021-22 School Officers are:



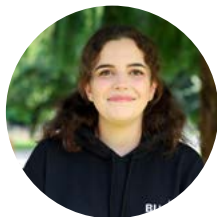
Charlotte Leighton-Woods
Art, Design and Performance

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Business and Law

francesca.toms@bucks.ac.uk



Shelby Swafford
Creative and Digital Industries

shelby.swafford@bucks.ac.uk



Iuliana (Julie) Stroescu
Human and Social Sciences

iuliana.stroescu@bucks.ac.uk



Amy Pile
Nursing, Midwifery and Allied Health (Sept Cohort)

amy.pile@bucks.ac.uk



Jody Bates
Nursing, Midwifery and Allied Health (Feb Cohort)

jody.bates@bucks.ac.uk

If you are interested in the role of School Officer for Health Care and Social Work, or are a student in this school experiencing an issue, please email **surepresentation@bucks.ac.uk**.

VACANT
Health Care and Social Work

Your Roles and Responsibilities

As a student rep you are part of the first and largest tier of our representation system at Bucks Students' Union. As part of our network of over 200 reps, your feedback is raised with University staff through regular Programme Committee Meetings (PCMs), ensuring that the University maintains a commitment to quality education and protects your welfare, providing all of our members with easy access to the Union's representation system.

Feedback

As Student Rep, your primary responsibility is to collect feedback from your peers and share this with University staff during Programme Committee Meetings (PCMs). Feedback should be collected from your peers twice a year and should be a combination of positive practice and points for improvement. More information on collecting and delivering feedback in PCMs can be found on pages 16-18. It is important to note you do not have to wait until a PCM to share feedback. If there is an issue that needs resolving or positive practice that needs celebrating, you can raise this with your course leader or personal tutor at any point throughout the year. If you then do not feel this has been appropriately addressed, please email surepresentation@bucks.ac.uk and we will do our best to support you.

Consultation

You have been elected by your peers into this position and, as with any of our elected officers, are accountable to them: they can call for you to be removed from your role if they are not happy with your work as their student rep. By setting your own views aside and gathering and presenting the collective views of your peers to the University, you ensure that incorrect assumptions are not made about the student experience. Collectivism is crucial and adds legitimacy and credibility to your arguments.

Communication

It is important that you close the feedback loop by communicating results back to the students you represent, letting your peers know what you have done with their feedback. Remember to keep us 'in the loop' through the online feedback form so that we can ensure you receive the support you require throughout the year.

Engagement

We've added more points of contact throughout the year than ever before as we continue to enhance our student representation offer. We're hosting termly "Student Leader Socials" for you to have regular communication with us and other student leaders, alongside running our very own Representation Conference. It is important that you are attending these events to engage with the wider University community. We also send frequent emails and our monthly e-newsletter, keeping you up to date on everything we're working on. It's vital that you read through all communications from us carefully to ensure you do not miss anything.

Signposting

You may find that you are the first point of contact for students with issues or concerns, or general queries about the Students' Union. You are not expected to be experts but we will provide you with basic information through training, online training and within this handbook, that we would like you to keep in mind for future reference. It is important that you do not take on too much and that you are signposting students to the available support services, details of which can be found on page 28. If you are ever unsure where to signpost a student, please email us at surepresentation@bucks.ac.uk and we will be able to advise you further.

Sustainability

In order to have an effective, sustainable representation system we need to ensure that nominations and elections are widely publicised every year so everyone knows how to get involved, how to elect their rep, and who their rep is. We need you to help spread the word during nomination and election periods, whether you are running for re-election or not.



Representation Methods

At Bucks, we offer a Full-Time and Part-Time Student Rep programme, depending on how you study.

Full-Time Student Reps

Full-Time Reps are students who are on full-time undergraduate programmes in the following schools: Art, Design and Performance; Aviation and Security; Business and Law; Creative and Digital Industries; and Human and Social Sciences.

Once successfully elected as Student Rep by completing a nomination form obtained from the Students' Union, or nominating themselves online or via email, and running in an online election, Full-Time Reps will then complete the following work:

- Student Rep Training
- Two Coffee Sessions and submitting a summary of this session online
- Rep Conference
- Two Programme Committee Meetings (PCMs) and providing online feedback before this meeting.

Depending on how many of these tasks the student completes, they are eligible for payment of up to £100. Full-Time Student Reps will also be expected to attend the Student Leader socials each term too.

Part-Time Student Reps

Part-Time Reps are made up of five groups:

- Students on part-time programmes
- Distance learners
- Students on postgraduate programmes
- Students on foundation programmes
- Students who complete placements, including all programmes in the School of Health Care and Social Work and Nursing, Midwifery and Allied Health.

Once successfully elected as Student Rep by completing nomination form obtained from the Students' Union, or nominating themselves online or via email, and running in an online election, Part-Time Reps will then complete the following work:

- Student Rep Training
- Rep Conference
- Two Programme Committee Meetings (PCMs) and providing online feedback before this meeting.

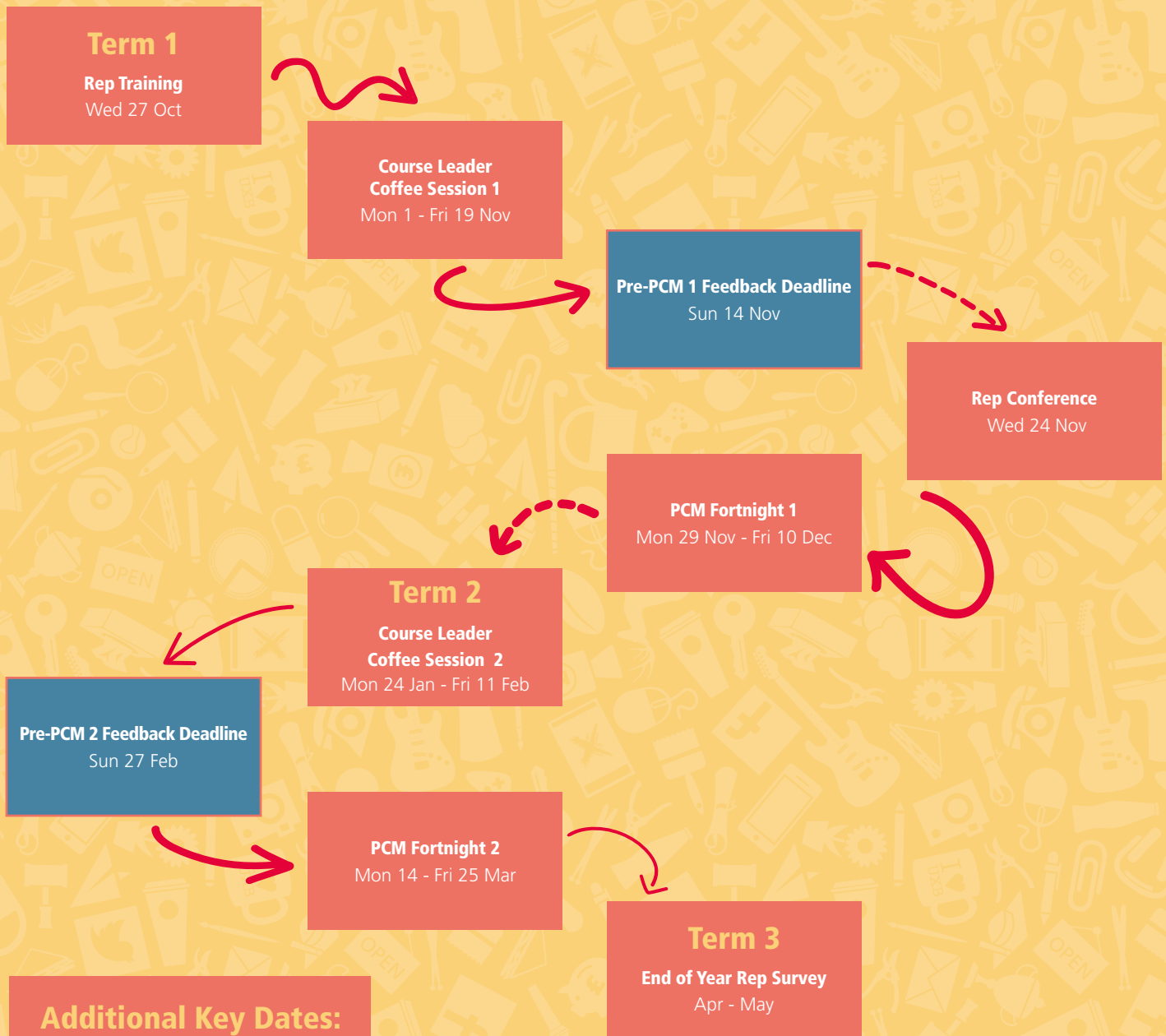
Depending on how many of these tasks the student completes, they are eligible for payment of up to £100.

All students on programmes without a Student Rep will be sent an annual survey to deliver feedback, raising any issues and sharing positive practice.



STUDENT REP TIMELINE 2021-22

Full-time Student Reps



Additional Key Dates:

Student Leader Socials

Wed 15 Sept 2021, 3-5pm
Wed 2 Feb 2022, 3-5pm
Wed 27 Apr 2022, 3-5pm

Union Council

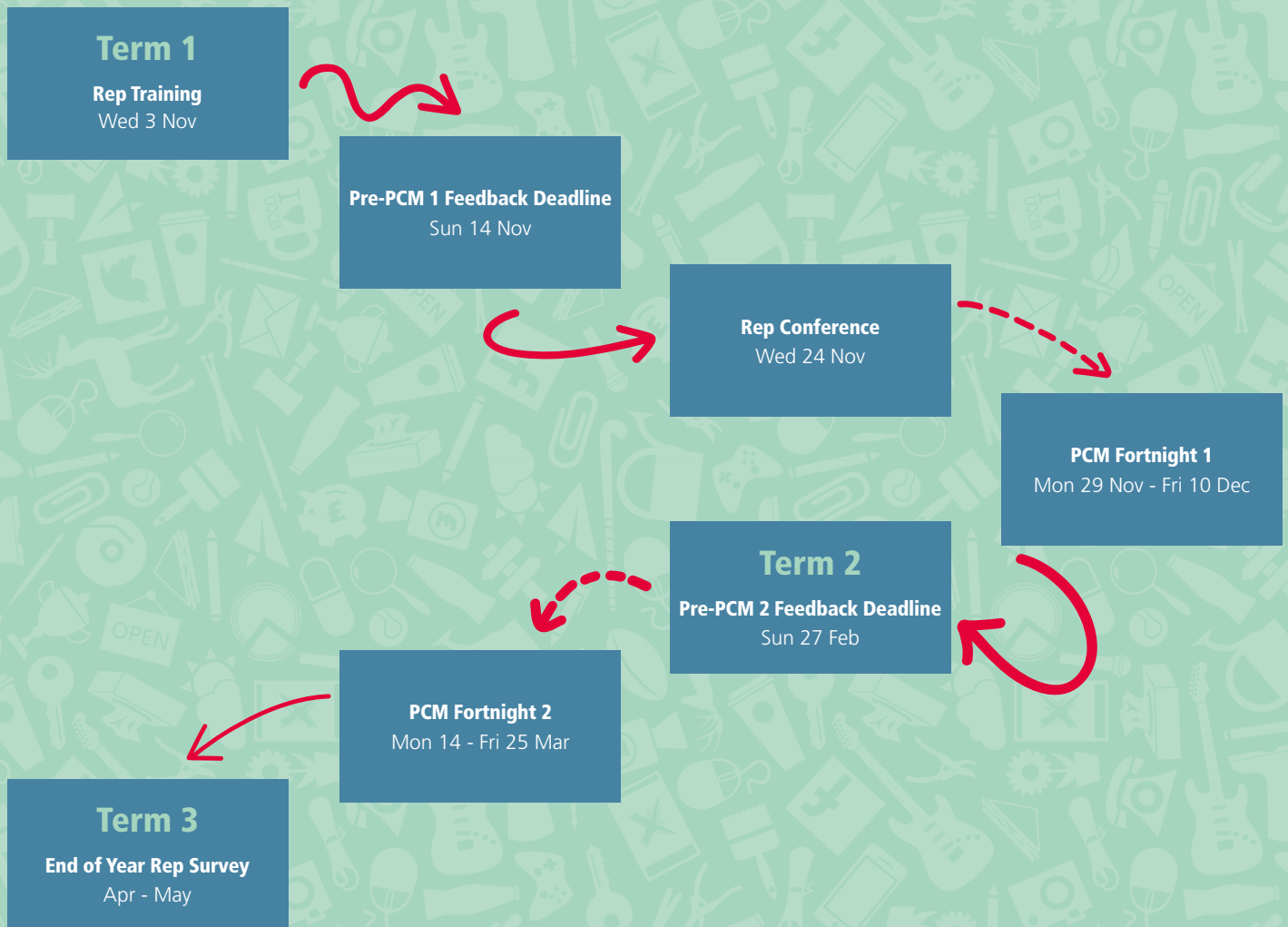
Thu 30 Sep 2021, 5-7pm
Thu 4 Nov 2021, 5-7pm
Thu 2 Dec 2021, 5-7pm
Thu 13 Jan 2022, 5-7pm
Thu 17 Feb 2022, 5-7pm
Thu 10 Mar 2022, 5-7pm
Thu 5 May 2022, 5-7pm

2022 BSU Elections

Nominations open - Mon 3 Jan
Nominations close - Fri 18 Feb
Elections week - Mon 7 - Fri 11 Mar
Elections results - Fri 11 Mar

STUDENT REP TIMELINE 2021-22

Part-time Student Reps (excluding Nursing students)



Additional Key Dates:

Student Leader Socials

Wed 15 Sept 2021, 3-5pm
Wed 2 Feb 2022, 3-5pm
Wed 27 Apr 2022, 3-5pm

Union Council

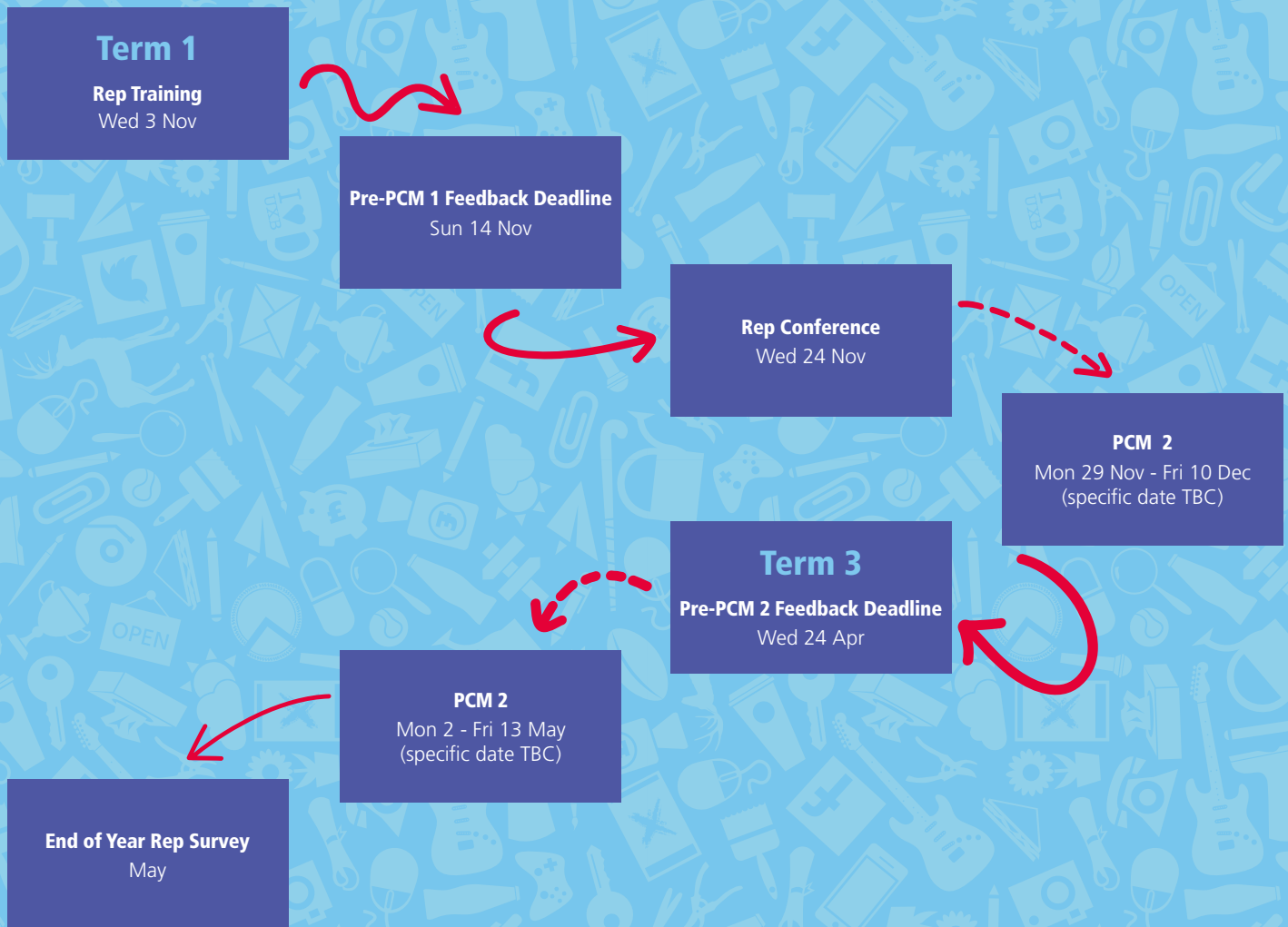
Thu 30 Sep 2021, 5-7pm
Thu 4 Nov 2021, 5-7pm
Thu 2 Dec 2021, 5-7pm
Thu 13 Jan 2022, 5-7pm
Thu 17 Feb 2022, 5-7pm
Thu 10 Mar 2022, 5-7pm
Thu 5 May 2022, 5-7pm

2022 BSU Elections

Nominations open - Mon 3 Jan
Nominations close - Fri 18 Feb
Elections week - Mon 7 - Fri 11 Mar
Elections results - Fri 11 Mar

NURSING STUDENT REP TIMELINE 2021-22

Part-time Student Reps (Nursing September Cohort)



Additional Key Dates:

Student Leader Socials

Wed 15 Sept 2021, 3-5pm
Wed 2 Feb 2022, 3-5pm
Wed 27 Apr 2022, 3-5pm

Union Council

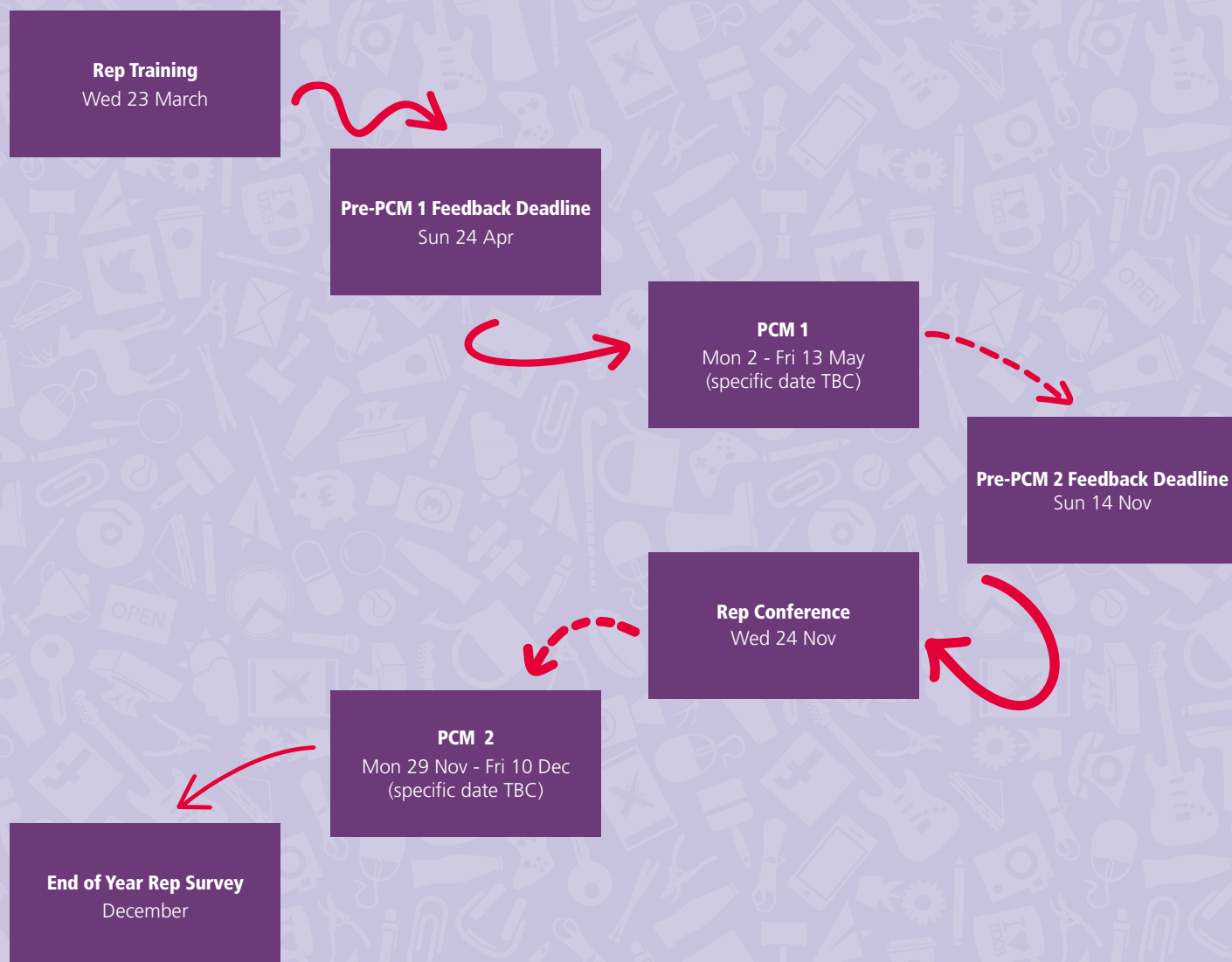
Thu 30 Sep 2021, 5-7pm
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Thu 13 Jan 2022, 5-7pm
Thu 17 Feb 2022, 5-7pm
Thu 10 Mar 2022, 5-7pm
Thu 5 May 2022, 5-7pm

2022 BSU Elections

Nominations open - Mon 3 Jan
Nominations close - Fri 18 Feb
Elections week - Mon 7 - Fri 11 Mar
Elections results - Fri 11 Mar

NURSING STUDENT REP TIMELINE 2021-22

Part-time Student Reps (Nursing February Cohort)



Additional Key Dates:

Student Leader Socials

Wed 15 Sept 2021, 3-5pm

Wed 2 Feb 2022, 3-5pm

Wed 27 Apr 2022, 3-5pm

Union Council

Thu 30 Sep 2021, 5-7pm

Thu 4 Nov 2021, 5-7pm

Thu 2 Dec 2021, 5-7pm

Thu 13 Jan 2022, 5-7pm

Thu 17 Feb 2022, 5-7pm

Thu 10 Mar 2022, 5-7pm

Thu 5 May 2022, 5-7pm

2022 BSU Elections

Nominations open - Mon 3 Jan

Nominations close - Fri 18 Feb

Elections week - Mon 7 - Fri 11 Mar

Elections results - Fri 11 Mar

Reward Payment

As a Student Rep, you are rewarded for your contribution to the representation of your peers with a payment of up to £100 funded by The Big Deal. To receive reward payment, you must meet the requirements detailed below:

Full-Time Reps:

- Complete Student Rep Training
- Hold first Coffee Session
- Submit first Coffee Session feedback online
- Submit first pre-PCM feedback online
- Attend first PCM
- Attend Rep Conference
- Hold second Coffee Session
- Submit second Coffee Session sheet online
- Submit second pre-PCM feedback online
- Attend second PCM

Part-Time Reps:

- Complete Student Rep Training
- Submit first pre-PCM feedback online
- Attend first PCM
- Attend Rep Conference
- Submit second pre-PCM feedback online
- Attend second PCM

We can only reward you for what you record on your Rep log sheets. If you are unable to complete some of the requirements, partial payment can be made at the representation team's discretion.

The whole payment will not be released unless all criteria are met. We do appreciate that on occasions there are legitimate reasons why you cannot complete all elements, in which case payment may be released (e.g., on submission of a comprehensive apologies form).

Payment can be made in full at the end of the year or in two parts, one released in January and the other in May, by bank transfer (the payment will appear on your bank statement as 'Bucks SU'). The Rep log sheet found on the following pages can download at **bucksstudentsunion.org/repzone** under '**Resources**'.

It is your responsibility to complete your log sheet and return it to the Students' Union by the last Friday in June for us to process your reward. Completion of this form does not guarantee payment. Rep Reward payments can only be made to UK bank accounts.



FULL-TIME STUDENT REP LOG SHEET

Name

Student ID number Course

☐ **1. Complete Student Rep training - £10 reward**

Date

☐ **2. Attend first coffee session and submit via BSU website - £10 reward**

Date (Coffee session sheets can be submitted at bucksstudentsunion.org/repzone under 'Feedback')

☐ **3. Attend Rep Conference - £10 reward**

Date

☐ **4. Submit pre-PCM feedback 1 (via BSU website) - £15 reward**

Date (The feedback form can be submitted at bucksstudentsunion.org/repzone under 'PCMs')

☐ **5a. PCM 1 attended - £15 reward**

Date

☐ **5b. OR Apologies form submitted 48 hours before the meeting - £15 reward**

Date submitted (Apologies can be submitted at bucksstudentsunion.org/repzone under 'PCMs')

☐ **6. Attend second coffee session and email sheet to Rep Team - £10 reward**

Date (Coffee session sheets can be submitted at bucksstudentsunion.org/repzone under 'Feedback')

☐ **7. Submit pre-PCM feedback 2 (via BSU website) - £15 reward**

Date (The feedback form can be submitted at bucksstudentsunion.org/repzone under 'PCMs')

☐ **8a. PCM 2 attended - £15 reward**

Date

☐ **8b. OR Apologies form submitted 48 hours before the meeting - £15 reward**

Date submitted (Apologies can be submitted at bucksstudentsunion.org/repzone under 'PCMs')

ALL LOG SHEETS MUST BE SUBMITTED BY THE LAST FRIDAY IN JUNE OR YOU WILL NOT BE PAID

Bank details (must be a UK account)

Name of bank/building society

Exact name on account (as it appears on your statements)

Account number (8 digits) Building society account number (if applicable)

Sort code (6 digits)

For office use only

Amount to be paid £

Authorised by Date

Once you want some of your reward please return the filled in form to the Students' Union reception. Payment will be made by BACS transfer, directly into your account and will appear on your statement as 'Bucks SU'.

PART-TIME STUDENT REP LOG SHEET

Name

Student ID number Course

☐ **1. Complete Student Rep training - £10 reward**

Date

☐ **2. Submit pre-PCM feedback 1 (via BSU website) - £20 reward**

Date (The feedback form can be submitted at bucksstudentsunion.org/repzone under 'PCMs')

☐ **3. Attend Rep Conference - £10 reward**

Date

☐ **4a. PCM 1 attended - £20 reward**

Date

☐ **4b. OR Apologies form submitted 48 hours before the meeting - £20 reward**

Date (Apologies can be submitted at bucksstudentsunion.org/repzone under 'PCMs')

☐ **5. Submit pre-PCM feedback 2 (via BSU website) - £20 reward**

Date (The feedback form can be submitted at bucksstudentsunion.org/repzone under 'PCMs')

☐ **6a. PCM 2 attended - £20 reward**

Date

☐ **6b. OR Apologies form submitted 48 hours before the meeting - £20 reward**

Date (Apologies can be submitted at bucksstudentsunion.org/repzone under 'PCMs')

ALL LOG SHEETS MUST BE SUBMITTED BY THE LAST FRIDAY IN JUNE OR YOU WILL NOT BE PAID

Bank details (must be a UK account)

Name of bank/building society

Exact name on account (as it appears on your statements)

Account number (8 digits) Building society account number (if applicable)

Sort code (6 digits)

For office use only

Amount to be paid £

Authorised by Date

Once you want some of your reward please return the filled in form to the Students' Union reception. Payment will be made by BACS transfer, directly into your account and will appear on your statement as 'Bucks SU'.

Rep Training

As a Student Rep, it is vital for you to complete Rep Training to ensure you fully understand the role, its responsibilities, as well as giving you an insight into all the great support resources we have at the Students' Union. All Reps are contacted about mandatory training sessions, which also form part of your reward payment criteria.

These sessions cover all the basic information required to make a confident start in post, including:

- An in-depth introduction to your role and responsibilities
- Introduction to University committees and wider student representation
- An exploration of methods for gathering and presenting feedback
- A discussion of NSS categories
- A guide to signposting students to other support services.

To ensure training is accessible for all our Student Reps, we offer both in person and online options.

In Person

Student Rep training is initially held in person at our High Wycombe campus and attendance is expected for all students on the Full-Time Rep track. In person Rep Training is a great opportunity for you to meet your fellow Student Reps, build working relationships, and share ideas with one another.

Online via Microsoft Teams

We recognise that students have other commitments outside of their Student Rep role and may not be able to travel to the High Wycombe campus. As a result of this, an online alternative to Rep Training is held the following week. This session will cover the same content as the in-person session, via a screen-shared presentation, with interactive activities and opportunities to ask any questions.

If a Student Rep misses both the in person and online training sessions, for example due to late co-option or other commitments, then we will provide a tailored solution to ensure you still receive appropriate training and are fully equipped to successfully complete your role.

Training will be held in person on Wed 27 Oct 2021

Training will be held online on Wed 3 Nov 2021

Training for February Cohort Reps will be held on Wed 23 Mar 2022

Programme Committee Meetings

Programme Committee Meetings (PCMs) are the principal meeting for Student Reps and the main forum in which you can give feedback gathered from your peers directly to the staff within your department.

There are two PCMs a year, in term 1 and term 2. These are the meetings that make up part of your Rep reward payment. All Student Reps and academic staff in your department will be invited to these meetings, as well as a member of the Students' Union.

During the PCM, the Committee Chair will discuss the pre-PCM feedback submitted by Student Reps. At the start of the meeting, they will cover the positive practice you have reported and highlight what is working well. Following this, they will action each point for improvement in line with the 8 NSS categories. This is a chance to discuss the feedback you have submitted directly to staff and ensure any issues are being actioned and resolved.

Following the PCM, it is important you report back to your peers on how their feedback is being acted on. Knowing their voices are being heard will encourage them to continue giving you feedback and help to further improve your course.

As these meetings only take place twice a year, it is possible that issues may arise that you feel need addressing as soon as possible. You can raise issues with your course leaders or personal tutors at any point throughout the year. If you do not feel as though your issues were appropriately addressed, please email the Rep Team at **surepresentation@bucks.ac.uk** and we will do our best to help support you and resolve any issues. Not raising issues until your PCM means that they could become more difficult to tackle; so, make sure you speak to a member of academic staff too as they may be able to resolve the issue.

Programme Committee Co-Chairs

PCMs are primarily for Student Reps, to voice the collective view of the student body. To reinforce this, all Programme Committee Meetings should be co-chaired by a student. This ensures you and your fellow Reps have real ownership of the meeting.

The student rep co-chair will help guide the direction of the meeting, keeping an eye on the time to try and ensure all points are covered, and everyone in the room has a chance to voice their feedback. The Students' Union can provide extra training and support for any student interested in becoming a PCM Co-Chair.

If you are interested in this role, please email **surepresentation@bucks.ac.uk** expressing your interest at least two weeks before your PCM takes place.

Submitting Apologies

If you are unable to attend a PCM, you must submit your apologies at least 48 hours in advance of your PCM taking place. Please be aware that you may be required to provide evidence for your absence. The Students' Union will not normally accept the persistent submission of apologies, although we do appreciate that there may be exceptional circumstances in a small number of cases.

If you cannot attend your PCM, to still receive payment, **you must submit both pre-PCM feedback and an apologies form.**

You can complete the online apologies form on our website, **bucksstudentsunion.org/repzone** under 'PCMs'.



Pre-PCM Feedback

What is Pre-PCM Feedback?

'Pre-PCM feedback' is the feedback you collect from your peers before your Programme Committee Meetings. Collecting and submitting pre-PCM feedback is one of the most important parts of your role as Student Rep, and the feedback you submit can create real meaningful change for your course, so it's important you understand this fully.

Pre-PCM feedback is broken down into 8 categories (see page 18), mirroring the National Student Survey (NSS) categories. The NSS is completed by final year students in Higher Education in the UK and gives you the opportunity to say what you think about your course at your university. The NSS is also how prospective students decide where to study, so your participation is critical. Pre-PCM feedback mirrors these categories to ensure you don't have to wait until your course is over to voice your views and make necessary changes. You will submit feedback twice a year, in both November and February.

How to Collect Pre-PCM Feedback

As a Student Rep, you are the voice for your course. It's important that the feedback you submit is not only your personal views, but also reflective of your peers' views too.

There are several ways in which you can collect feedback. Previous Student Reps have used the following methods:

- **Surveys** - Creating a survey (on Survey Monkey or Google Docs) and sharing this link with their peers
- **In class** - Printing out the 'Pre-PCM Feedback' sheet (which can be found at bucksstudentsunion.org/repzone under 'Rep Resources') and handing this out to their peers in class
- **Group chats** - Sending the categories/ prompt questions in WhatsApp groups or other group chats
- **Word of mouth** - Asking the prompt questions to their peers informally and recording their views

There is no single way to collect feedback, please use any method that works for you.

It is unlikely that every member of your class will want to deliver feedback, so please do not worry if you aren't getting a complete number of responses. Try to contact all members of your course and submit the feedback you have been able to collect. It is useful if you make any limitations clear. For instance, were there any groups of students you didn't get to speak to? Did you manage to collect feedback from the majority of students in your cohort? This can be detailed at the end of your pre-PCM feedback.

Submitting Pre-PCM Feedback

Pre-PCM feedback must be submitted at least two weeks prior to your PCM taking place, to allow academics enough time to read through this feedback and come prepared with solutions for the PCM. Once you have collected pre-PCM feedback from your peers, you must then compile this information and submit this on our website, at bucksstudentsunion.org/repzone under 'PCMs' by the below dates. You do not need to submit each response you have gathered individually, please just complete the online form once, with a summary of all the feedback you have collected from your peers.

Term 1 pre-PCM feedback should be submitted by Sun 14 Nov

Term 2 pre-PCM feedback should be submitted by Sun 27 Feb

Pre-PCM Feedback template

We have created the below template to help you to gather feedback from your peers.

This information can also be found as a printable document to hand out to your peers on our website bucksstudentsunion.org/repzone under 'Rep Resources'. You can also use the below information to copy into a survey format, with the 8 NSS categories and prompt questions for each heading. Alternatively, you can informally ask your peers these questions and record their responses in relation to each heading.

Teaching on the Course

- How do staff ensure that every student on the course understands the learning outcomes?
- How does the course intellectually stimulate you and challenge you to achieve your best?

Learning Opportunities

- What opportunities does the course provide to apply what has been learnt?
- What opportunities are available to bring different topics together and explore ideas?

Assessment and Feedback

- Is the three-week feedback turn around being met regularly?
- How have the comments included in your assessment feedback enabled you to improve?
- What is your view of the marking and assessment process?

Academic Support

- How accessible are staff when you have a query?
- How has the advice given to you by your academic team enabled you to progress?

Organisation and Management

- Have you experienced consistent areas of under delivery with the organisation and management of your programme e.g., timetabling, personal tutors not being allocated?
- How effectively are any changes communicated?

Learning Resources

- What is your view of the Library and IT facilities at the University?
- How accessible are course-specific resources when needed?

Learning Community

- How have you been made to feel part of a community of staff and students?
- What opportunities have you had to work with other students as part of the course and are they sufficient?

Student Voice

- What opportunities have you had to provide feedback and how has it been acted on?
- How do you consider the responses that have been given to this feedback?

Representation Conference (RepCon)

'RepCon' is the annual conference for our reps, student leaders and wider student body, providing an engaging afternoon of employability and personal development sessions. This year, RepCon will be held on Wednesday 24 November 2021. This day is a great opportunity to meet other Reps from different courses and chat about your experiences this year.

To secure your place at RepCon and choose the sessions you wish to attend, you must complete the RepCon sign-up form on our website. This can be found at **bucksstudentsunion.org/repzone** under **'RepCon'**.

Each year, **RepCon** has a different theme. Previous themes include 'Being a Student in a Digital Age' and 'Preparing Work-Ready Graduates'.

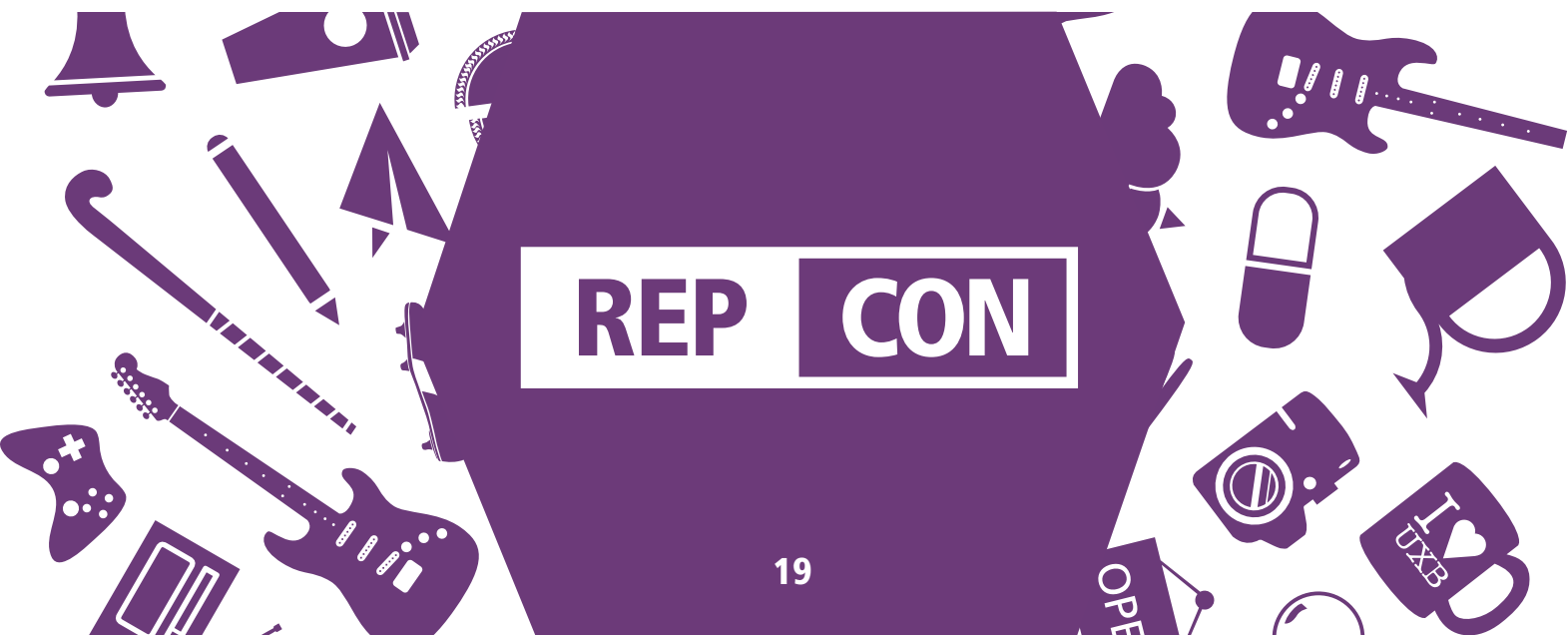
RepCon features a Q&A panel of Higher Education professionals who discuss a topic and answer your questions related to the conference theme. This is a real opportunity for you to have your say and question those who have the power to make real change for your university experience.

We then host two Breakout Sessions, made up of six individual skills sessions focused on personal development and employability prospects. Places on sessions are delegated on a first-come-first-serve basis, so it's important to complete the sign up form as soon as possible to ensure you get your first pick.

Previous sessions include: Mental Health First Aid; A LinkedIn Masterclass; Motivation for Home Study; Self-Care in an Online World; Presenting yourself Online in Interviews; Sustainability in a Digital Age; and much more. Some sessions are even ran by current Bucks students, ensuring you are the focus of the day. You can also run a session yourself! Contact **surepresentation@bucks.ac.uk** with any Ideas you have.

To ensure **RepCon** is accessible for all students, we also offer an online alternative for students who are unable to attend in person. You can watch a live stream of the Q&A, submit any questions via our website, and attend the Breakout Sessions virtually. Two of the six sessions in both Breakouts will be held online - all online attendees will have priority access to these sessions.

To close **RepCon**, we host a social for all students who chose to attend in person, in the Students' Union bar, with complimentary refreshments. This is the final opportunity of the day for Reps to meet students from other programmes and build working relationships and friendships across Bucks.



Coffee Sessions

Coffee Sessions are held twice a year, in term 1 and term 2. It is up to you as Student Reps to arrange these sessions with your Course Leader at a date and time that works for you both, during the below time frames. Coffee sessions are a chance for you to build a working relationship with your academic team to ensure open communication and that any issues are being resolved quickly.

Your first Coffee Session should be held between Mon 1 – Fri 19 Nov 2021

Your first Coffee Session should be held between Mon 24 Jan – Fri 11 Feb 2022

It is recommended that you arrange one Coffee Session per course, with the Student Reps across different year groups. As you are on the same programme, it is likely your experiences will be quite similar, giving all Reps the opportunity to discuss what is working well and what needs improving. If you are unfamiliar with the Student Reps in other year groups on your course, please email surepresentation@bucks.ac.uk and we will provide this information to you. Alternatively, you can ask your Course Leader.

This is also an opportunity for you to follow up on the actions set at your PCM and find out if they're on track to be resolved. In your term 1 Coffee Session, you can discuss the issues raised the previous year. In your term 2 Coffee Session, you can discuss the issues raised at the term 1 PCM.

The Students' Union has formulated a 'Coffee Session Sheet' to help guide these sessions (see page 22). Following your Coffee Session, this sheet must be submitted on our website during the dates listed below.

Your first Coffee Session should be held between Mon 1 – Fri 19 Nov 2021

Your first Coffee Session should be held between Mon 24 Jan – Fri 11 Feb 2022

Please note: You will not receive the financial reward for your Coffee Session if you do not complete the online form. It is vital you do this so we can record your attendance and read your responses.

You can submit your Coffee Session Sheet on our website, at bucksstudentsunion.org/repzone under 'Surveys'.

You can print off a physical copy, which can be downloaded at bucksstudentsunion.org/repzone under 'Rep Resources' and bring this to your Coffee Session. This must then be typed up and submitted on our website afterwards. Alternatively, you can bring an electronic device to the Coffee Session and type the feedback on the online form on our website as you go.

Coffee Sessions are only expected to be completed by Full-Time Student Reps, however if you are a Part-Time Student Rep and feel you would benefit from these sessions, you are more than welcome to take part too.



Coffee Session Sheet

TERM 1 COFFEE SESSION SHEET

1. How do you see the relationship working between you and the Student Reps for the year ahead?

- Is there anything specifically you're expecting from us this year?
- What support can we expect from you for the year ahead?
- How often would you envisage us meeting throughout the year?

2. Referring to the Programme Committee Meeting (PCM) Action Tracker, have any issues from last year's PCMs have been resolved?

- Please list the resolved issues
- How have these been resolved?

3. Referring to the PCM Action Tracker, are any issues from last year's PCMs still unresolved?

- Please list the unresolved issues
- What is being done to resolve these issues?
- Is there anything the Students' Union can do to help resolve these issues?

4. Are the Student Reps aware of any new issues that need to be tackled urgently?

- If so, what are the issues?
- What can be done to resolve this?

5. Are there any examples of positive practice on the course that Reps or Course Leaders would like to discuss?

- What is working well on the course?
- Are any staff members going above and beyond and deserve recognition in Staff Celebration?

TERM 2 COFFEE SESSION SHEET

1. Based on our previous conversation on working together this year, how do you think this is going?

2. Referring to the Programme Committee Meeting (PCM) Action Tracker, have any issues from last term's PCMs have been resolved?

- Please list the resolved issues
- How have these been resolved?

3. Referring to the PCM Action Tracker, are any issues from last term's PCMs still unresolved?

- Please list the unresolved issues
- What is being done to resolve these issues?
- Is there anything the Students' Union can do to help resolve these issues?

4. Are the Student Reps aware of any new issues that need to be tackled urgently?

- If so, what are the issues?
- What can be done to resolve this?

5. Our annual Union Awards are soon approaching, which includes the Excellence in Learning and Teaching Awards.

- Are staff and Student Reps aware of the criteria for these awards?
- Do you have any staff members in mind?
- Criteria can be found at bucksstudentsunion.org/awards/eltawards

Remember to submit your Coffee Session Sheet on our website, at bucksstudentsunion.org/repzone under 'Surveys'.

Student Leader Socials

Student Leader Socials have been introduced this year to help rebuild the Bucks community, following 18 months of online learning, and develop collaboration between our student leaders.

Student Leaders are students who have taken on a leadership role with the Students' Union. This includes:

- Student Reps
- School Officers
- Executive Officers
- Student Trustees
- Council Chairs
- Charity Leaders and Ambassadors
- Student Media Team
- Employability Ambassadors

Student Leader Socials are held once a term. Alongside the above students, the Students' Union staff team and key staff from each School are also invited, allowing you to meet staff face-to-face, discuss ideas, and voice any concerns in a relaxed environment. **Complimentary refreshments are also provided.**

The first Student Leader Social will be held on Wed 15 Sept 2021

The second Student Leader Social will be held on Wed 2 Feb 2022

The third Student Leader Social will be held on Wed 27 Apr 2022



Bucks Students' Union Elections (#BSUElections)

Bucks Students' Union elections (#BSUElections) are our annual democratic elections, which take place in March. During this time, students submit a nomination for a range of leadership roles within the Union. Once nominated, they outline their plans for this role in a manifesto, and campaign to secure votes from the student body.

These elections decide who our three full-time, paid **Sabbatical Officers** will be for the next academic year, so it's a pretty big deal. As students, you have the power to decide who next leads your Students' Union.

Whilst our Sabbatical Officer roles are the most high-profile during the elections period, there are other very important student leadership positions that have a hugely positive impact on our work. These include our eight **Executive Officers**, four **Student Trustees**, and two **NUS Delegates**. Additional information on these positions can be found on page 31. Each of these roles are great ways to become more involved within the Students' Union, develop your leadership skills, and help to make life better for students at Bucks.

Alongside this, 2022-23 **Student Rep** Elections take place for all first and second year students at the High

Wycombe campus. If you are an existing Rep, this is a great opportunity for you to re-nominate yourself ahead of the next academic year, ensuring your role as Student Rep is secured for 2022-23.

For Uxbridge students, elections for the 2022-23 February Cohort of Student Reps also take place during this time. The September Cohort elections remain in October as groups vary each academic year.

There are also several other elections taking place including committee roles, ambassador roles, and more! As a Student Rep, you have already demonstrated that you are a natural leader. These additional roles are an excellent opportunity for you to get further involved, make more change, and continue to develop your skills. All students have the right to vote - use your voice, have your say, and vote during elections week.

The results of all elections will be announced on Friday 11 March. If you'd like to find out more about #BSUElections, register your interest for a role, or discuss nominating yourself, please email surepresentation@bucks.ac.uk.

Nominations open Mon 3 Jan

Nominations close Fri 18 Feb

Election week takes place Mon 7 – Fri 11 Mar



Communications

Communicating with the students you represent is incredibly important, as without it you won't be able to accurately feedback their experiences to your programme team.

Social media is a powerful tool that you can use to your advantage as a Student Rep. Whilst we recognise that not all students will have social media, the vast majority do, and this is a great way to connect.

As Student Rep for your course, we strongly advise you to create a group chat for your group. This can be on Facebook Messenger, WhatsApp, or any other platform you and your peers use. Having a group chat will make collecting feedback (for example, sharing links to surveys) and delivering any updates on previous feedback easy and simple.

Additionally, we have Facebook Groups for each School. These groups are for the Student Reps in each school to liaise with one another, share ideas, and have easy access to speak to the Representation Team and their School Officer. These groups are also used to create calendar invites for upcoming meetings, share links to Union surveys, and keep you updated on everything else the Students' Union has to offer.

To join your School Facebook Group, add '**Ellie Bucks**' on Facebook and message her the name of the course you are Student Rep for.

You can also follow the Rep Team's social media platforms to keep updated on all things Representation and Students' Union related.

Get social with us!

Facebook:

Add '**Bucks VPEW**'
and '**Ellie Bucks**'

Twitter:

Follow **@BucksSUVPEW**
and **@Ellie_Bucks**

Instagram:

Follow **@BucksRep**

Rep Recognition

The Rep Recognition Scheme is an accreditation system that allows you to track your progress throughout the representation programme during the course of the year; alongside keeping a record of your involvement in other avenues of the Students' Union's offer, such as being a member of a society or sports team, taking part in a Sport for Fun initiative, volunteering on a project, campaigning on both a local and national level, going on a recreational activity or attending one of our additional skills training sessions.

The Rep Recognition Scheme is broken into nine different sections, each demonstrating participation within a different area of the Students' Union and the wider community. The scheme is designed to ensure you have the opportunity to engage with as many projects and opportunities as possible during your time at Bucks and give you lifelong, career-enhancing skills.

The scheme consists of three levels of accreditation – Bronze (100 points), Silver (200 points) and Gold (300 points).

The 'Rep Essentials' section of the scheme consists of the basic requirements each rep should complete throughout the year. These should be completed by every rep in order to achieve 100 points and then be recognised as a Bronze accredited rep.

There's also the opportunity to set your own goals through the 'Make Your Own Way' section of the scheme, giving you the chance to influence how you wish to improve the student experience and get the most out of your role as a student rep. Here, you can liaise with the Representation Team about a target that's not currently included in the scheme and agree on a point's value. Examples could include presenting at Society or Athletic Union Council or running your own additional skills session. Your target must be approved by the Representation Team before you complete it.

Student Reps that achieve 300 points on the scheme are recognised as a Gold accredited rep. Achieving Gold accreditation means you will receive an invitation to our annual Union Awards event and be presented with your certificate by the Vice Chancellor of the University as further recognition of all your hard work and as a thank you for the positive impact you will have made on the student experience.



Kia Wing, Creative Advertising student was a gold accredited rep for 2019-20, and had this to say about the rep recognition scheme:

"The student representative role at Bucks was a great opportunity for me to see how change is made within the university. It's great to have an insight into how a big organisation is making positive change and putting students at the centre of their progress. It was extremely rewarding to be able to raise my peers' voices and bring their issues forward to people who can really make it happen. The Rep Recognition Scheme was a great addition to the role and was really motivating as it recognised reps who add a little something extra to the role; including writing articles for the SU newspaper; taking part in skills courses and more. Being recognised a gold accredited student rep not only felt rewarding but also gave me something a little different to set me apart on my CV, and helped me in attaining the role of School Officer for the upcoming year. I have loved being part of change-making at Bucks, and being a student rep is a great place to start!"

The Rep Recognition Scheme is a fantastic initiative that will give you so many opportunities for development and will provide you with a really rewarding experience that you can look back on with pride when you finish your role as a rep. Don't hesitate in getting involved!

You can update your Rep Recognition Scheme at any time at **bucksstudentsunion.org/repzone** under 'Rep Recognition'. If you have any questions about the Rep Recognition Scheme or any issues, please email **ellie.freeman@bucks.ac.uk**

REP RECOGNITION SCHEME

Bronze (100 points) **Silver (200 points)** **Gold (300 points)**



REP ESSENTIALS

POINTS FOR COMPLETION

| | |
|---------------------------------------|----|
| Complete rep training..... | 10 |
| Partake in first Coffee Session..... | 10 |
| Attend Rep Conference..... | 10 |
| Submit first pre-PCM feedback..... | 15 |
| Attend first PCM..... | 15 |
| Partake in second Coffee Session..... | 10 |
| Submit second pre-PCM feedback..... | 15 |
| Attend second PCM..... | 15 |

UNIVERSITY COMMUNITY

| | |
|--------------------------------------|---------------|
| Attended Union Council meetings..... | 5 per meeting |
| Presented at Union Council..... | 10 |
| Validation student panel member..... | 20 |
| Run session at Rep Conference..... | 20 |
| Co-Chair a PCM..... | 20 |
| Attend Student Leader socials..... | 10 per social |

SOCIAL RESPONSIBILITY

| | |
|---|----|
| Registered to vote in local area (Home/ Uni)..... | 20 |
| Complete 12 hours of volunteering..... (Max. 36 hours/ 60 points) | 20 |
| Raised money for charity three times..... | 30 |

MEDIA

| | |
|---|----|
| Join School Facebook group..... | 5 |
| Follow @BucksRep on Instagram..... | 5 |
| Create course group chat..... | 5 |
| Share 5 Students' Union posts on Facebook..... | 10 |
| Share 5 Students' Union posts on Twitter..... | 10 |
| Share 5 Students' Union posts on Instagram..... | 10 |
| Share 5 Students' Union messages through traditional forms of media to your cohort (e.g., emailing or newsletters)..... | 10 |
| Write two articles for website/newspaper about Representation..... | 10 |
| Take part in one radio show about Representation..... | 10 |

CAMPAIGNS

| | |
|---|----|
| Involvement in Get Your Bucks Worth campaign..... | 10 |
| Actively participate in two other Students' Unions campaigns..... | 20 |
| Actively participate in two Students' Union campaigns..... | 20 |
| Actively participate in one national campaign..... | 30 |
| Run one campaign..... | 40 |

RESEARCH

| | |
|--|--------------|
| Complete the End of Year Rep Survey..... | 5 |
| Take part in any other Students' Union survey..... | 5 per survey |
| Attend one focus group feedback session..... | 10 |

NOMINATIONS

| | |
|---|----|
| Submit a nomination for Rep of the Month..... | 10 |
| Get 5 ELT or Union Awards nominations filled out by other students (max 10 nominations/40 points) | 20 |
| Nominate a member of university staff for an ELT award..... | 10 |
| Nominate 3 students for Union Awards..... | 10 |
| Submit a nomination for Staff Celebration..... | 10 |

IT'S A BIG DEAL

| | |
|---|---------------|
| Take part in sports for fun sessions..... (Max. 3 sessions/ 15 points) | 5 per session |
| Attend recreational activities sessions..... (Max. 3 sessions/ 15 points) | 5 per session |
| Complete additional skills sessions..... (Max. 3 sessions/ 15 points) | 5 per session |

MAKE YOUR OWN WAY

| | |
|---|------------------|
| Agree your own goal with representation team..... | Negotiated value |
|---|------------------|

Rep of the Month

Rep of the Month is awarded to an individual that has demonstrated effective representation of the views of their peers and has improved the student experience in a significant and measurable way.

All students and staff can submit nominations for Rep of the Month. You can submit a nomination at bucksstudentsunion.org/representation under 'Rep of the Month'. Following this, the Representation Team will review all nominations and select a winner.

Each Rep of the Month is awarded the following:

- Rep of the Month certificate
- Bucks Award printout
- Nomination for 'Student Rep of the Year' at Union Awards
- A dedicated feature in the newspaper/ on social media
- Head of School & Course Leader informed of achievement

Nominations must be a minimum of 100 words and clearly refer to the below criteria and use examples where possible.

Has demonstrated the ability to:

- Tenaciously tackle an issue relating to the student experience of their peers
- Enhance the student community on their course
- Participate in active communication and collaboration with their peers, the University and Students' Union staff teams
- Be active in promoting equality, diversity, and inclusion in their course
- Contribute to the Student Rep role in a significant capacity, as deemed by your peers

Staff Celebration

'Staff Celebration' is an opportunity for us to celebrate members of staff who have gone above and beyond, inspired their students, and deserve recognition for their work.

The criteria for Staff Celebration mirrors the criteria for the three Excellence in Learning and Teaching Awards:

- Excellence and Innovation in Student Learning Support
- Demonstrating Excellence in Academic Leadership
- Excellence and Innovation in Learning and Teaching Practice

All students and staff can submit nominations for Staff Celebration. You can view the full criteria and submit a nomination at bucksstudentsunion.org/representation under 'Staff Celebration'. Following this, the Representation Team will review all nominations and select a winner when appropriate.

Each Staff Celebration winner is awarded the following:

- Staff Celebration certificate
- Nomination for ELT Awards
- Invitation to Union Awards
- A dedicated feature in the newspaper/ on social media
- Head of School informed of achievement
- Flowers or a gift



Other Support Services

As a student rep, it is possible that students will approach you with problems or questions that aren't particularly related to the quality of the educational experience here at Bucks. Please remember that while we want you to talk to your peers and listen to their experiences, we don't expect you to be able to deal with everything that comes your way! As well as the Students' Union staff that are here to support you, there are a number of other services that you should know about in order to direct your peers to the most appropriate department (and take the weight off your shoulders).

Students' Union Advice Centre

The Bucks Students' Union Advice Centre can be found on the ground floor of North Wing at the High Wycombe Campus or in Room 1.02 at the Uxbridge Campus.

For more information or to make an appointment contact 01494 603 016 or **suadvice@bucks.ac.uk** or visit the Students' Union Advice Centre reception at either campus.

Accommodation

The Accommodation Service can be found on the first floor of North Wing at the High Wycombe Campus.

For more information contact 01494 603 063 or email **accommodation@bucks.ac.uk**.

Counselling Service

For more information, or to make an appointment call 01494 605 018, text 07757 101 234, email **counselling@bucks.ac.uk** or visit the Counselling Service reception on the first floor of North Wing at the High Wycombe Campus.

Inclusion Diversity & Disability Team

The Disability Service can be found in room N1.11 of North Wing at the High Wycombe Campus or on the second floor at the Uxbridge Campus.

For more information or to make an appointment contact 01494 605 049 or email **inclusion@bucks.ac.uk**.



Protecting Your 'REP'utation

For the representation system to be efficient and effective, the Union must guarantee consistent levels of representation are maintained for students. For this reason, we have split up the reward payment to relate to certain aspects of the role that are particularly crucial, as set out in pages 12-14. As a Student Rep, you are elected by your peers and as such are answerable to them.

Remedial Phase

A) If two consecutive pieces of work are not completed (e.g., not attending student rep training and not attending your first Programme Committee Meeting without apologies), a member of the Representation Team will contact you. We understand that you have several competing priorities during your time at university, and sometimes this can be difficult to manage. In the first instance, we will always look to encourage you and help you to get back on track. Whether this means additional training or a one-to-one chat, we are here to support you in any way we can.

B) Students have the right to remove their Rep if they do not feel they are effectively representing them. If a group of students wish to start this process, they must complete the Student Rep Removal Form on our website, having 1 proposer and 4 seconders (5 signatures in total). On the very rare occasion this happens, a meeting should be held within 10 working days, with the five signatories, the relevant School Officer, and the Student Engagement Co-Ordinator to discuss the reason for submission, investigate their concerns more closely and decide at this point if any further action needs to be taken.

If they don't wish to meet, then it will be difficult to progress their complaint without more evidence. Should a complaint be made against you, you will be given the chance to answer to the complaint and the Union will seek to mediate between the parties: quite often it is a simple case of misunderstanding that leads to such complaints. Following this, the initial review will be made.

Initial Review

The Student Engagement Co-Ordinator and two School Officers not connected to the case review the evidence available and decide to either dismiss the case, suggest more training and support, or take it higher. If the decision is to take it higher, it then goes to a formal review.

Formal Review

The Formal Review is conducted by the Student Experience Manager and the VPEW. The case would be reviewed, and the Rep can attend if they wish, accompanied by a supporter (not a legal representative). They decide to either dismiss the case, suggest more training and support, or remove the Rep. The Rep would have the right of appeal if the decision was removal.

Appeal

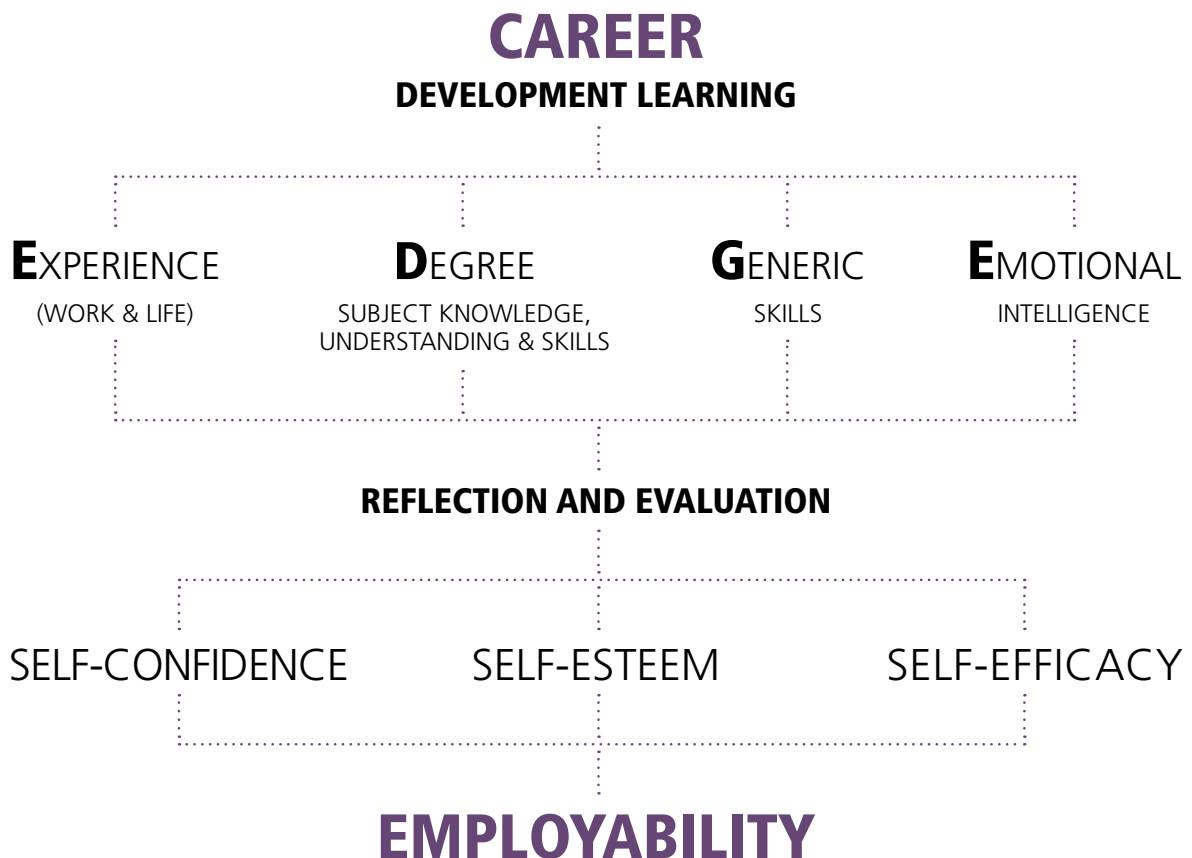
The right of appeal would be to any two members of SU SMT (CEO, Deputy CEO, HR Manager, Comms Manager, President or VPSI).



Employability

How does being a student rep help you?

Being a student rep allows you to develop skills which will help you in beginning your career. It is important when writing applications and attending interviews that you understand what skills you have acquired through your work with the Students' Union.



Career **EDGE** - The Key to Employability

This simple model illustrates the different components of employability. As individuals, it is important you seek to address each of them throughout your time at university. This is not just about 'getting a job'. It is about developing a successful career, whether you are employed or self-employed, and whichever field you decide to enter after graduating. This is about a life-long learning process.

Within your own subject area, consider which components may be more important than others. Talk to your tutors and people working in your sector to see which they believe to be most important, and then identify ways you can develop and gain experience in them.

Being an effective student rep provides you with an exciting opportunity to address a number of these areas, and the Students' Union's own Transferable Skills section makes it clear what specific skills you can gain.

Each term, we offer careers sessions to help you understand the skills you have gained. These sessions include: CV guidance, interview practice and job application preparation.

Other Opportunities

School Officers

School Officers lead on representation within their school and liaise with Student Reps to gather feedback and help formulate our Education Committee reports, ensuring the student voice is heard at all levels across the University. They are appointed through an interview process to work alongside the Representation Team to promote the benefits of representation.

Extra support from the Students' Union and various training programmes are provided, as well as a financial reward of up to £350, and invitation to Rep Conference and Union Awards.

Appointment method: interview



Sabbatical Officer

Becoming one of our elected Sabbatical Officers offers a unique opportunity to be a part of the Students' Union leadership team. They are full-time paid members of staff and are Bucks Graduates or students who wish to take a year-long break from their studies. At Bucks, there are three Sabbatical Officers: President, Vice President Education and Welfare (VPEW) and Vice President Student Involvement (VPSI).

Sabbatical Officers shape and influence the academic and social life of students at Bucks. Having been elected in a cross-campus ballot (held in March each year), Sabbatical Officers are answerable to the student body. They act as primary representatives of students at the University, sitting on the highest decision-making bodies. 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.

Appointment method: cross campus election



Student Trustee

We have four Student Trustees, who sit on the Students' Union trustee board alongside the three Sabbatical Officers and four Lay Trustees. One of these four positions is held for an Uxbridge student. Student Trustees are typically elected in our March elections and once elected can sit on our trustee board for two years or until they are no longer a student.

Appointment method: cross-campus election



Executive Officer

To ensure that the Students' Union is representing all our members to the best of our ability, we have Executive Officers who represent eight student groups. They are democratically elected by the students they represent in our March and October elections to ensure our work is inclusive and accessible for all. Executive Officers are offered an extensive package of benefits, including support with applications for the Leadership Academy, additional free skills and training sessions, personalised one-to-one support, and are rewarded up to £250 for their work.

Four of these roles are self-defining: Women's Officer, Black Asian and Minority Ethnic (BAME) Officer, Disabilities Officer, and LGBT+ Officer. Students who wish to stand or vote for these positions must self-define before doing so. The final four positions are based on your entry criteria when applying for university: Mature Officer (aged 21 or over at the start of your degree), Part-Time Officer (part-time programmes), International Officer (paying international fees) and Postgraduate Officer (postgraduate programmes).

Appointment method: cross campus election



Bucks Students' Union

HW Campus - North Wing, Queen Alexandra Road, High Wycombe, Bucks, HP11 2JZ

Tel: **01494 601 600**

UXB Campus - first floor, 106 Oxford Road, Uxbridge, Middlesex, UB8 1NA

Tel: **01494 605 180**

Email: **union@bucks.ac.uk** Website: **bucksstudentsunion.org**

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