

STUDENT REP HANDBOOK

NOTTINGHAM AND OXFORD

December 2025

STRIVE

EMPLOYABILITY SERIES
2025-26



**Check the What's On page
for more information**

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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.

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.

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 BNU 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.

Meet The Team



Chandrika Dutta (she/her)
Representation and Welfare
Coordinator (Nottingham)
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Representation Structure

Students

All students at BNU are automatically members of Bucks Students' Union, with no fees or extra steps required. Membership gives you free access to a wide range of services including representation, advice, entertainment, societies, skills training, and more, regardless of how you study, thanks to The Big Deal.

Student Reps

As a student rep, you are an essential part of our representation system at Bucks Students' Union. Alongside nearly 250 other reps, your feedback is communicated to university staff through regular opportunities and meetings. This process ensures that the University remains committed to quality education and student welfare, while also providing all members with easy access to the Union's representation system.

Senior Reps

Senior Reps are an additional role that can be taken on by current student reps focusing on student representation within their subject area. Senior reps work with fellow reps to raise key issues, give feedback regularly to College Officers and support meetings to aid student feedback. Senior Reps are also responsible for co-chairing the Programme Committee Meetings in their relevant area.

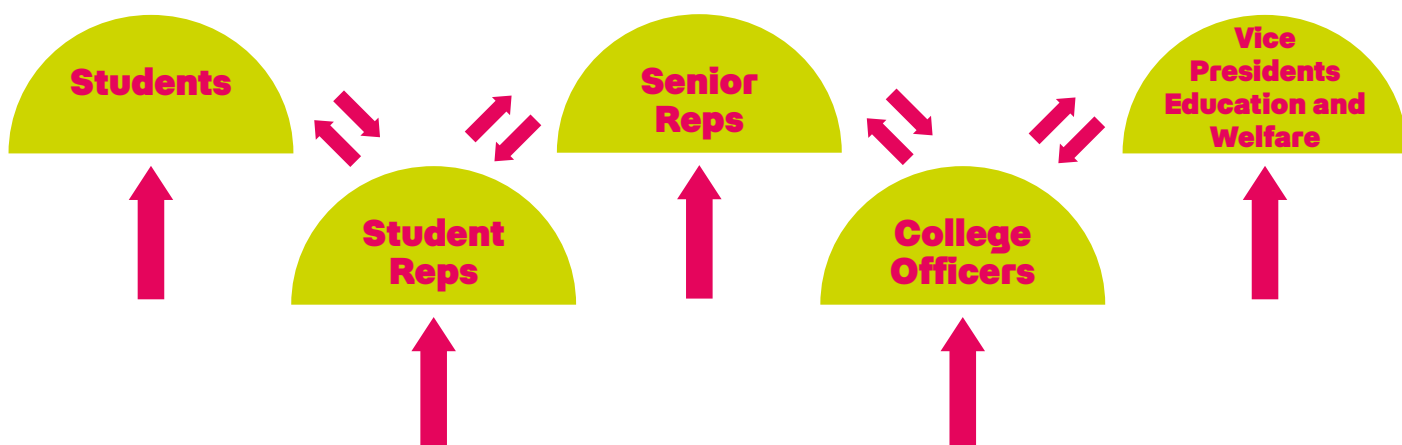
College Officers

College Officers gather and report on the student experience within their College by working closely with student reps and senior reps to identify areas for improvement and highlight good practices. They also assist the Representation team with administrative tasks, promote feedback collection, and maintain regular communication with reps. Each College has at least two College Officers.

Elected Officers

Each year, BNU holds elections for four full-time officer positions. These roles, typically filled by BNU graduates or students taking a year out, form the officer team responsible for shaping the student experience. As part of this, the representation system is led by the two Vice Presidents Education and Welfare, who ensure student feedback is considered at the highest levels of the university.

As you can see, the arrow goes both ways, meaning information should be reported back to whoever raised it, closing the feedback loop. This two-way communication ensures concerns are addressed, and keeps those providing feedback engaged, leading to more effective solutions.



Support from the Representation team

College Officers

College Officers collate information on the student experience in their College, by liaising with student reps to gain an understanding of the areas for improvement affecting students across the range of courses, alongside areas of good practice, and feeding this back to the Students' Union and University. They also help the Representation team throughout the year with various admin tasks associated with representation, including promoting feedback collection and communicating regularly with student reps.

There are at least two College Officers for each of the three Colleges at BNU: Leadership and Innovation, Health and Society and Creative Arts, Technology and Engineering. College Officers are rewarded financially, as well as extra support from the Students' Union, and additional training and development opportunities.

Your Officers for 2025-26 are:



Laura Eustration (she/her)
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Asad Anfishi (he/him)
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Hannah Middleton (she/her)
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Kaitlin Pearce (she/her)
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All Nottingham and Oxford Reps are part of the Leadership and Innovation College.

Representation Pathways

All Nottingham and Oxford reps are on the **condensed** pathway,.

Condensed Pathway Rep

As a condensed pathway rep, you will be required, and rewarded, for completing the following work:

- Complete student rep training
- Submit first Your Voice feedback online
- Attend first PCM
- Submit second Your Voice feedback online
- Attend second PCM

All students on programmes without a student rep can access support through the Representation team and College Officers.



Your Roles and Responsibilities

As a student rep, you will work with various groups to raise the student voice within your course. More details on each responsibility can be found later in the handbook.

Core Responsibilities

Student Rep Training

It is crucial to complete the required training to fully understand your role, responsibilities, and the support resources available at the Students' Union. In-person and online options are available.

Collecting Your Voice Feedback

'Your Voice Feedback' is collected twice a year and captures the views and opinions of your peers about your course and is one of the most important aspects of your role as a student rep.

Programme Committee Meetings (PCM)

Programme Committee Meetings (PCMs), held twice a year, are the primary meetings for student reps to provide feedback directly to department staff, and are the main forum for sharing information gathered from your peers. Using the feedback collected through 'Your Voice,' you can accurately represent your cohort's current experience and enhance the student experience at BNU.

Working with Students

One of your primary responsibilities is to gather feedback from students within your cohort, so we expect you to maintain active communication with them. You will be able to email all students you represent via the SU website to keep in contact, collect feedback, and report back on meetings.

Additional Responsibilities

Union Council

Union Council is the highest form of representation within the Students' Union and meets regularly during the academic year. Established to represent the voice of the students, the Council serves as a platform for informing students about policy changes within the Union, voting on University-wide issues, and guiding our lobbying efforts. It is an excellent opportunity to stay updated on the Union's progress with student issues.

End of Year Feedback Survey

At the end of the year, we ask reps to complete feedback on their experiences over the past academic year. This helps us to investigate ways of improving the scheme and to ensure that we are delivering the service that you need.

Student Rep Timeline 2025 - 26



Rep Reward Log Sheet deadline Friday 26 June 2026



Scan the QR
code for Union
Council Dates

Student Rep Expectations

Feedback

As a student rep, your primary responsibility is to collect feedback from your peers and share it with university staff during Programme Committee Meetings (PCMs). However, you don't have to wait until these meetings to share feedback. If there's an issue that needs attention or positive practice that deserves recognition, feel free to raise it with your course leader or personal tutor at any time throughout the year.

If you feel the issue hasn't been appropriately addressed, please email **sunottingham@bnu.ac.uk** and we will do our best to support you. For more information on collecting and delivering feedback in PCMs, please refer to pages 15 to 18.

Communication

It's important to close the feedback loop by sharing the results with the students you represent, letting them know what actions have been taken based on their feedback. Remember to keep us in the loop by submitting updates through the online feedback form so that we can ensure you receive the support you need throughout the year.

We also recommend creating a group chat for your course. It's an excellent way to stay connected with your peers and make feedback collection easier.

Additionally, we use a WhatsApp Announcement Group for all student reps. This group, managed by the Representation team, helps you stay informed about upcoming meetings, deadlines, Union surveys, and other important updates from the Students' Union.

Engagement

We've added more points of contact throughout the year than ever before, as we continue to enhance our student representation services. In addition to this, we send frequent emails, WhatsApp announcements, and our monthly e-newsletter to keep you informed about everything we're working on. It's crucial that you carefully read all communications from us to ensure you don't miss any important updates.

Signposting

As a student rep, you may find that students come to you first with issues, concerns, or general questions about the Students' Union. While you're not expected to be an expert, we will provide you with basic information through in-person or online training and within this handbook for future reference. It's important not to take on too much yourself—remember to direct students to the appropriate support services, which you can find detailed on page 19. If you're ever unsure where to direct a student, please email us at **sunottingham@bnu.ac.uk**, and we'll be happy to assist you.

Sustainability

To maintain an effective and sustainable representation system, nominations and elections must be widely publicised each year. This ensures that everyone knows how to get involved, how to elect their rep, and who their rep is. We need your help to spread the word during nomination and election periods, whether or not you're running for re-election.

Rep Training

As a Student Rep, it is crucial to complete the required training to fully understand your role, responsibilities, and the support resources available at the Students' Union. All reps are informed about mandatory training sessions, which are also part of the criteria for earning your reward payment.

These training sessions cover the essential information you need to confidently start your role, including:

- An in-depth introduction to your role and responsibilities
- Overview of University committees and the broader student representation system
- Exploration of methods for gathering and presenting feedback
- Guidance on signposting students to additional support services



In Person Training

Training is held face-to-face, and attendance is expected for all standard pathway student reps. In-person training is a valuable opportunity to meet other student reps, share ideas, and build connections.

Online via Microsoft Teams

We understand that students have other commitments outside their student rep role and may not always be able to attend in-person sessions. Therefore, we offer an online alternative via Microsoft Teams for condensed pathway student reps. This session covers the same content as the in-person training, including a screen-shared presentation, interactive activities, and opportunities to ask questions.

If you are unable to attend both the in-person and online training sessions—due to late co-option or other commitments—we will provide a tailored solution to ensure you receive the necessary training and are fully equipped to succeed in your role.

Pre Recorded Training

We also offer a pre-recorded training video for anybody who is unable to attend formal training in person or via Microsoft Teams. This can be watched in your own time.

Your Voice Feedback

'Your Voice Feedback' captures the views and opinions of your peers about your course and is one of the most important aspects of your role as a student rep.

This feedback is organised into several categories, using the B Conditions outlined by the Office for Students. These areas focus on the minimum baseline quality, standards, and student outcomes that students at university can expect.

The following topics have been created to help gather feedback on the experience of you and your peers. Submit on the Students' Union website in order to receive your financial reward. Remember, each rep needs to submit feedback. While you're more than welcome to collaborate with other reps, please ensure that each individual submits the feedback so we can properly process your reward.

- **Teaching and Learning**, including the teaching quality of the programme whether it is stimulating, engaging and challenging, how it is organised, such as clarity of timetables and communication, and opportunities for students to explore ideas and to apply their learning.
- **Resources and Support**, including the availability and effectiveness of academic and pastoral support, access to personal tutors and learning resources (e.g. IT, library, programme-specific resources when needed) and how these contribute to student progression.
- **Assessment, Feedback and Progression**, including the relevance and clarity of assessments, the alignment of assessment with programme content and learning objectives, the timeliness of feedback and how well the programme develops skills that supports student academic progression and future employability.
- **Experience and Community**, including how well students feel part of a community, have opportunities to work with other students and staff, take part in activities across different subjects and have their feedback listened to and acted upon.
- **Placements (where relevant)**, including the experience of placements, the preparation, organisation, communication availability of relevant support and its suitability in relation to the programme.

The Placements section is only relevant to students who complete placements as part of their course curriculum.

Collecting Feedback

As a student rep, the feedback you collect should **represent the opinions of your entire course**, not just your personal views. To assist you in gathering comprehensive feedback, here are some suggested methods:

Group Chats: Having a course group chat makes it easy to check in with the other students on your course.

Word of Mouth: Talk with the people on your course, asking the questions across the page, and getting their input directly.

Surveys: Creating a survey on Google or Microsoft forms and sending it to the rest of your course.

Email: Using the “Find My Rep” platform, you can email every student on your course for their input.

In class: You can print a copy of the “Your Voice” form found on the SU website, and ask for feedback on each area.

There are countless ways to collect feedback, and what works best for you might be entirely different from what works for others. Feel free to use whichever method you find most effective. Not everyone will want to provide feedback, and that's okay. So, don't worry about the number of responses you receive, just make sure to reach out to all members and allow them to share their views.

Submitting Feedback

After collecting feedback from your class, you'll need to summarise it and submit it on the Students' Union website. Please do not submit each individual response; instead, provide a collective summary of the feedback.

On the 'Your Voice' Feedback form, be sure to note how many students you gathered feedback from and whether there were any groups you were unable to reach. This information helps assess how representative your feedback is and provides context for any comments.

Feedback Collection:

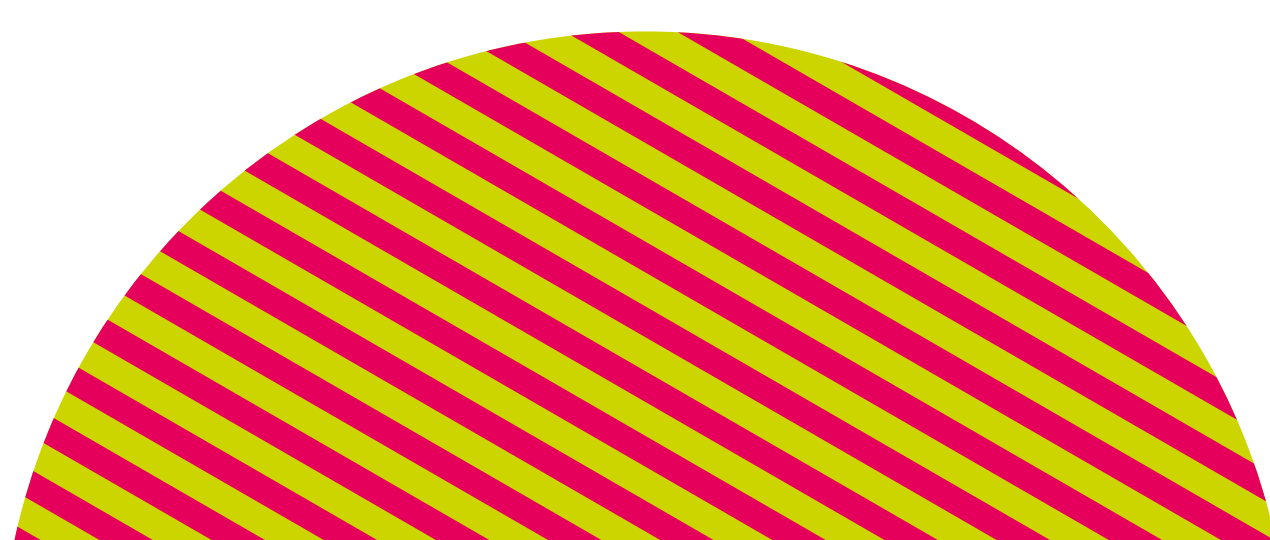
Top Tips

The feedback you submit can create real, meaningful change for your course, so it's important you understand this fully. You should make sure this feedback is as detailed and clear as possible. Below is a list of top tips from previous student reps for collecting and writing up feedback:

- Make sure you aren't only submitting your views, speak to your peers and make sure their voices are being heard
- Don't copy and paste the feedback you receive from your peers – read it through, understand it, and write detailed responses based on this
- Check your feedback before you submit it – make sure it is clear and easy to understand – if you are unable to attend your PCM, or your tutors want to refer back to this feedback, they should be able to get everything they need from reading your response
- Make sure you are highlighting positive practices, not just negatives. This helps academics know what students like and what is working well, so they can continue to do this
- Include as much detail as you can – one-word responses are difficult to learn from
- Avoid naming tutors in negative feedback – use module names or codes instead
- Try to use module names and/or codes to make your feedback more specific. This helps tutors know specifically where improvements need to be made
- Give yourself enough time to collect and type up the feedback – if you leave it until the last minute, you may not get many responses, and you will be under a lot of pressure to meet the deadline
- If you don't understand something one of your peers has said, speak to them about it and try to understand what they mean – you will be the one explaining the feedback, so it's best you know what you're talking about
- Make sure you have a copy of the feedback you are submitting – this is great to keep on hand for your PCMs to make sure you are prepared.



To find out how to contact all students you represent to aid feedback collection or provide updates, please scan the QR code.



Programme Committee Meetings

Programme Committee Meetings (PCMs) are key responsibilities for student reps and serve as the primary forum where you can present feedback from your peers directly to staff. These meetings occur twice a year and attendance contributes to your payment amount.

All student reps and academic staff within your department, library, and IT representatives, along with a member of the Students' Union, usually from the Representation team, will be invited to participate to ensure all areas of the student experience are represented.

For the January and April cohorts, you may also be asked to discuss and review your experiences as part of a non-traditional intake.

Meeting Structure

At these meetings, the chair will review the 'Your Voice' feedback submitted by student reps. The meeting begins with a discussion of positive practices reported, highlighting what is working well. This is followed by addressing areas for improvement, categorised according to the B Conditions topic areas. This structure provides reps the opportunity to discuss their feedback directly with staff and ensures that any issues are promptly addressed and resolved.

After the meetings, you are required to update your peers on how their feedback is being acted upon. Demonstrating that their voices are heard encourages continued engagement and helps further improve the College.

Co-Chairs

These meetings are designed to ensure student voices are central to the discussion. To reinforce this, all rep meetings should be co-chaired by a student. The student co-chair for each meeting will be the relevant Senior Rep who will help guide the meeting, ensuring all points are covered within the allotted time, and makes sure everyone can voice their feedback. The Students' Union offers extra training and support for any student interested in becoming a senior rep and wanting to co-chair.

Addressing Urgent Issues

Given that PCMs are held only twice a year, urgent issues may arise that need immediate attention. If you feel that certain issues were not adequately addressed during the PCM, please email **sunottingham@bnu.ac.uk**

Waiting for a meeting to raise issues can make them more difficult to tackle at times; so, make sure you speak to a member of academic staff too as they may be able to resolve the issue before the meeting.

Unable to attend? Submit your apologies

If you are unable to attend a meeting, you must submit your apologies to **sunottingham@bnu.ac.uk** at least 48 hours in advance. Please note that you may be required to provide evidence for your absence. We typically do not accept repeated apologies, although we understand that exceptional circumstances may arise in some cases.

To still receive payment if you cannot attend a meeting, you must submit both your 'Your Voice' feedback and send an apology email.



Reward and Recognition

Your dedication and contributions are recognised with a payment of up to **£100** funded by The Big Deal. This payment is divided into segments based on the completion of the following tasks:

- Attend one training session
- Submit two Your Voice feedback submissions
- Attend two Programme Committee Meetings

Payment is contingent upon completing these tasks, as we can only reward what is documented. Full payment will be released only if all criteria are met.

If you are unable to complete certain tasks, partial payment may be considered at the discretion of the Representation team. We understand that legitimate reasons may prevent you from fulfilling all requirements, and payment may still be released if the work expected for a meeting is completed. Payments are made in full at the end of the year via bank transfer and will appear on your bank statement as 'Bucks SU.'

To process your payment, you must complete your log sheet, which can be found on the SU website or obtained by emailing the Representation team. Return the log sheet by:

- Friday 26 June 2026 (September cohort reps)
- Friday 25 September 2026 (January cohort reps)
- Friday 29 January 2027 (April cohort reps)

Please note that completing this form does not guarantee payment, and payments can only be made to UK bank accounts.

LinkedIn Recommendations

Student reps who complete all elements of the role and receive the full £100 payment will also receive a personalised LinkedIn recommendation and skills endorsement, allowing potential and future employers to recognise and value the efforts you have made as a student rep.

Leadership Academy

You will also receive support from the Students' Union representation team with applications for the Leadership Academy. This bespoke programme is tailored to your goals for the upcoming year and offers training courses specific to your needs, funding for recognised qualifications, and networking opportunities—all **free** of charge, courtesy of The Big Deal. You can apply on the SU website: (bucksstudentsunion.org/employability/leadershipacademy) or by scanning the QR code below



Union Awards

You may also be invited to our annual Union Awards event in May 2026. This event is an opportunity to formally recognise the achievements of our active members and staff who have inspired us throughout the academic year. This invitation-only event is a highlight of the Students' Union calendar and celebrates the hard work and dedication of our community.

BNU Graduate Attributes

Graduate attributes are the qualities and skills that go beyond your academic achievements and will make you stand out to potential employers and set you apart from candidates who do not have a degree. By being a student rep, you increase your skills in these areas:

- Knowledge and its application
- Creativity
- Leadership and self-development
- Social and ethical awareness and responsibility

Rep of the Month

Each month, a student rep who has significantly improved the student experience by effectively representing their peers is rewarded for their work. You can nominate anyone you believe has excelled in their role, including yourself!

Each Rep of the Month is rewarded with:

- Rep of the Month certificate
- Rep of the Month pin badge
- Nomination for 'Student Rep of the Year' at Union Awards
- Feature in the newspaper or on social media
- Dean of College and Course Leader informed of achievement

Nominations must be at least 100 words and should clearly address the following criteria with examples where possible:

- 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.

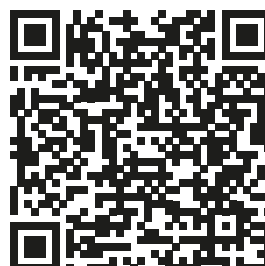
The criteria for Staff Celebration mirrors the criteria for the three Excellence in Learning and Teaching (ELT) Awards:

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

Each Staff Celebration winner is awarded the following:

- Staff Celebration certificate
- Nomination for an ELT Award
- Invitation to Union Awards
- A dedicated feature in the newspaper/ on social media
- Dean of College informed of achievement

Nominations for both awards can be submitted at **bucksstudentsunion.org/activities/celebration-station**. Each month the Representation Team will review all nominations and select a winner when appropriate.





Signposting and Support

Students will likely approach you with problems or questions that aren't related to the quality of their educational experience. 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!

Alongside the Students' Union staff to support you, there are other university services you should be aware of to signpost your peers to (and take the weight off your shoulders!)

Advice Centre

suadvice@bnu.ac.uk

The Advice Centre are here to listen, advise and support students by providing a professional, independent, and confidential service, which is accessible and welcoming. The Advice Centre can help to resolve any problem you may have, including personal life, finances, legal issues, accommodation, course issues, and issues faced by international students.

Counselling

counselling@bnu.ac.uk

The Counselling Service offers free and confidential professional therapy sessions for all students. They can support you with managing anxiety, depression, and stress; building self-esteem and confidence; improving communication; overcoming learning blocks; and more.

Student Hub

nottingham@bnu.ac.uk

The Student Hub are a university service that deals with student administration. Their services include international student letter requests; change of address forms; references; tuition fees and funding information; student finance advice and more.

Student Learning and Achievement (SLA)

sla@bnu.ac.uk

The SLA work with students to develop their academic abilities and offers both one-to-one tutorials and small group workshops. The SLA can assist with research skills; academic writing and referencing; understanding the feedback on your assignments; supporting students whose first language is not English, and more.

Multi-faith Chaplaincy

multifaithchaplaincy@bnu.ac.uk

The Multi-faith Chaplaincy offers support for students of all faiths as well as those who have none. Their services include spiritual guidance and a place to worship; pastoral support; a point of contact for local faith communities; and more.

Inclusion, Diversity and Disability Service

inclusion@bnu.ac.uk

The Inclusion, Diversity and Disability Service helps ensure you get the most from your experience in an inclusive learning environment. Their services include assisting with applications for the Disabled Students' Allowances, providing dyslexia screening for students, and support and guidance on things, such as registration and disclosure; reasonable adjustments, and more.

Accommodation Service

accommodation@bnu.ac.uk

The Accommodation Service supports students living in student accommodation and privately rented properties. They deal with queries such as council tax forms, and issues with landlords.

Safeguarding and Report and Support

The University has a dedicated team who support the wellbeing and safety of students at BNU. As part of this the University has a website called Report and Support where you can anonymously or with details report incidents of mental health concerns, hate crimes, bullying and much more. You can find out more information here: **reportandsupport.bnu.ac.uk**



Bucks Students' Union

Elections

Bucks Students' Union elections, known as **#BSUElections**, are our annual democratic event held in March. During this period, students can nominate themselves for various leadership roles within the Union. After submitting a nomination, candidates present their plans in a manifesto and campaign to secure votes from the student body.

These elections are crucial as they determine who will serve as our four full-time, elected officers for the upcoming academic year. As students, you have the power to decide who will lead your Students' Union.

While the elected officer roles attract the most attention, other important student leadership positions also play a significant role, including four student trustee positions, and all club and society committee positions. More information about these and other roles is available on the next page. Taking

on one of these roles is an excellent way to become more involved with the students' union, enhance your leadership skills, and contribute to improving student life at Bucks.

As a student rep, you've already demonstrated strong leadership skills. These additional roles offer a fantastic opportunity to further engage, drive change, and continue developing your abilities. Remember, every student has the right to vote—so make sure to use your voice, participate, and have your say during election week.

For more information about the elections, to express interest in a role, or to discuss nominating yourself, please email **sunottingham@bnu.ac.uk**.



Other Opportunities

Full-time Elected Officer

Appointment method: cross-campus election

Becoming one of our elected officers offers a unique opportunity to be a part of the Students' Union leadership team. They are full-time paid positions, held by BNU Graduates or students who wish to take a year-long break from their studies. At Bucks, there are four Officers: President, Vice President Education and Welfare (High Wycombe), Vice President Education and Welfare (Uxbridge and Aylesbury) (VPEW) and Vice President Achievement and Belonging (VPAB).

Elected Officers shape and influence the academic and social life of students at BNU. Having been elected in a cross-campus ballot, officers are answerable to the student body. They act as primary representatives of students at the University, sitting on the highest decision-making bodies.

Student Trustee

Appointment method: cross-campus election

Student Trustees are part of the team driving the strategic direction of the Union by sitting on our Trustee Board. As a registered charity aiming to improve the education of students at BNU, the Trustee Board has final sign-off on the Union's biggest plans. Working alongside our four Elected Officers and External (Lay) Trustees, you will ensure that we meet our objectives and continue to operate responsibly in the best interest of our members.

As well as sitting on the Trustee Board, there is also the opportunity to get involved with other committees and update students regularly on your work. Up to four students are elected each year, with one of these positions reserved for a student who studies at the Uxbridge campus.

Student Voice Officer

Appointment method: interview

Student Voice Officers work alongside our full-time elected officers and staff to ensure the Union meets its objectives and continues to operate in the best interests of its members. Students from all backgrounds including a range of ethnicities, ages, genders, levels and modes of study, and academic Colleges are encouraged to apply.

Student Voice Officers plan and lead campaigns to enhance the student experience, especially for the groups they represent. They participate in Union and University committees, communicate with key stakeholders, and give feedback on reports regarding Union operations. Additionally, they promote and support Students' Union events, ensuring a high-quality experience for all members.

College Officer

Appointment method: interview

College Officers are employed to assist the Representation team in a range of tasks within their respective College. College Officers take on more responsibilities including attending Education Forum, as well as communicating with student reps on a regular basis. There are at least 2 College Officers per College. These roles are rewarded up to **£350** for the work they undertake.

Senior Reps

Appointment method: expression of interest

Senior Rep is an additional role available to current student reps, focusing on representation within their subject area, known as a cluster. Senior Reps raise key issues within their cluster, provide regular updates to College Officers, and support student feedback by co-chairing Programme Committee Meetings. Senior Reps can receive up to **£100** financial reward.

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 on page 19. As a Student Rep, you are elected by your peers and as such are answerable to them.

Remedial Phase

A) If two pieces of work are not completed in a row, such as not attending training, and your first PCM, a member of the Representation Team will contact you. We understand that you will have multiple priorities while at university, and it can be difficult to manage. We will always look to encourage you and help get you back on track where we can, with additional training or one-on-ones, we are always here to support you where 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 the SU 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 College Officer, and Representation team 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 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 Coordinators and two College 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 and Advocacy and the VPEWs. 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 from the position.

Appeal

The right of appeal can be to any two members of the Students' Union's Senior Management Team (CEO, Deputy CEO, Head of People and Development, Head of Communications and Marketing, Union President or Vice President Achievement and Belonging).

- Money
- Your personal life
- Legal issues
- Accommodation
- Course issues
- International student issues

Our professional, confidential, and independent advice service provides information, advice, and guidance and is available to all students at BNU.

From course-related issues and money worries to personal problems and general welfare concerns, our experienced advisors are set-up to provide you with confidential advice and guidance when you need it the most.

We have the time to listen, advise and support students, providing a service which is accessible and welcoming. We use our experience and knowledge on student issues to make life better for students at Bucks.

We offer telephone or online appointments, whichever suits you best. If you have an enquiry or want to make an appointment just phone or email us.

bucksstudentsunion.org/advice
suadvice@bnu.ac.uk

ADVICE CENTRE

Opening hours:

Monday to Thursday 9am–5pm,
 Friday 9am–4.30pm

CONTACT US

WITH A
COMPLEX PROBLEM

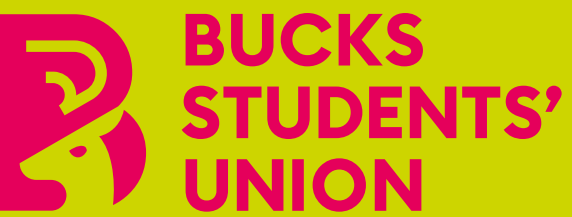
WITH A
SIMPLE QUESTION

WE ANSWER
STRAIGHT AWAY

WE BOOK YOU AN
IN-PERSON, ONLINE,
OR TELEPHONE
APPOINTMENT

WE GIVE YOU CONFIDENTIAL,
INFORMATION, ADVICE AND
GUIDANCE AND HELP TO
SOLVE WHATEVER PROBLEM
YOU MIGHT HAVE.





Instagram: [@BucksRep](https://www.instagram.com/BucksRep)