Welcome

Let me begin by thanking you for putting yourself forward to become a Programme Rep! Academic representation is a core priority for City Students' Union, and the work you do will be invaluable in helping us to improve the university experience, both through your enthusiasm and the vital feedback you can provide.

You are an amazing example of the working relationship that exists between students, the Students' Union and the University. This role will give you the opportunity to elevate the student voice and bring about positive change for your cohort, whilst improving your personal skills such as communication, leadership and problem solving. I was a Programme Rep not long ago, and the work I began then bears fruit today in my duties as Vice President Education. For me, being a Programme Rep was challenging, exciting, and laid the groundwork for the real change I am seeing now and will see in years to come.

Saqlain Riaz
Vice President Education, City Students’ Union

I am delighted that you have chosen to become a programme rep! At City University and City Students’ Union, we are committed to working together as we listen to and learn from our students. Your role as a rep is vital – our programmes can improve only with your feedback and guidance.

My colleagues who teach and organise your programme need your help as they strive to ensure that the student experience is of the highest quality. As you work to introduce improvements for your future years and for future students, the influence you have will only be magnified. Enjoy your time as a rep and I look forward to hearing about the difference you made!

David Bolton
Deputy President, City, University of London
Who are we

The academic representation team is responsible for the successful delivery of the Union's Representation work. We lead on the Union's wellbeing activity, democratic processes, elections, liberation officers and Programme Representatives.

Academic Representation
For all concerns and suggestions please contact studentrep@city.ac.uk

Angelo Weekes
SU Representation Manager

Jonathan Otter
SU Representation Assistant
Your Leadership

Our Officers

City Students elected for these three officers to represent them and lead the Union

Rania Salim
Vice President
Community & Wellbeing
vpcommunity1@city.ac.uk

Tuna Kunt
President
supresident@city.ac.uk

Saqlain Riaz
Vice President
Education
vpeducation@city.ac.uk

Tuna Kunt
President
supresident@city.ac.uk

School Representative Officer

Each School elects a School Representative Officer (SRO). The role of SROs is to act as the primary representative and to campaign on issues particularly affecting students within their school. They provide vital feedback on various aspects of the University and the student experience, both to the University and to the student body. They also form part of the Executive Committee (the government!) in the Students’ Union.

Raha Ghadaksaz
City Law School
lawsro@city.ac.uk

Dean Rowe
School of Arts & Social Sciences
sasssro@city.ac.uk

Maleeha Koreshi
Cass Business School
businesssro@city.ac.uk

Danya Amir
School of Mathematics, Computer Sciences & Engineering
smcsesro@city.ac.uk

Aaron Carey
School of Health Sciences
healthsro@city.ac.uk
Supporting Programme Reps?

The partnership between City, University of London and the Student’s Union works for you to develop the Programme Representative Programme. This collaboration gives you the opportunity to attend Welcome receptions and other events, have development opportunities and engage in regular feedback forums.

**Responsible for:**

**City, University of London**
- Facilitating the elections of Programme Reps
- Hosts all committee meetings
- Invitations to meetings and other events
- Contacting the Union if there is any issue
- Encouraging Reps to take part in meetings

**City Students’ Union**
- Organising and delivering training
- Organising forums and events for Reps
- Providing advice and support for Reps
- Carry out a yearly review of the system and give recommendations
- Incentives, rewards and awards
I am delighted that you have chosen to become a programme rep! At City University and City Students' Union, we are committed to working together as we listen to and learn from our students. Your role as a rep is vital – our programmes can improve only with your feedback and guidance.

My colleagues who teach and organise your programme need your help as they strive to ensure that the student experience is of the highest quality. As you work to introduce improvements for your future years and for future students, the influence you have will only be magnified. Enjoy your time as a rep and I look forward to hearing about the difference you made!

David Bolton
Deputy President, City, University of London

Your role as Programme Rep

Being a Programme Representative
A Programme Rep is a student who represents students on their course. Programme Reps are incredibly important because they make sure that the student voice is heard on each course at City, all the way from Undergraduate courses up to PhD. Programme Reps are also key to making sure that the University is constantly listening to, and responding to, real student feedback.

Your role
- Represent students on your programme by collecting feedback on both academic and non-academic issues.
- Report on the good and bad issues affecting your cohort.
- Liaise with the relevant members of staff.
- Attend and actively contribute to committees and meetings.
- Feedback the progress with issues, what decisions are being made and what you are doing for your cohort.
- Take part in academic campaigns with School Representative Officers.
- Promote University and National Surveys.

Not your role
- Taking on student's welfare or academic issues
- To battle lecturers or staff
- Work on your own to resolve an issue instead of working with other programme reps and staff members
Understanding Your student community:

Programme Reps must be able to represent the view of their student group.

The main responsibility of a Programme Rep is to raise the concerns or issues facing students that are directly related to the academic nature of the programme. The most useful comments that you can make as a Programme Rep are about issues on your course, which the teaching staff have the power and ability to change.

Here are a few examples:

1. Module deadlines - Lecturers changing them without consulting the students and then penalising them if they do not meet the deadlines.

2. Lecture Rooms - Rooms are not large enough to accommodate the cohort

3. Reading lists - some lecturers may not submit their reading lists to the library for new acquisitions

4. Hidden Programme Costs - e.g. students being charged for module handbooks when they shouldn't

5. Turn around of marked work - students requesting assignments to be marked and returned before the following assignment is handed in to enable them to make use of the tutor's comments

6. Other issues include - cancelled lectures, late lecturers, unavailability of past exam papers, limited access to lab equipment/computers, problems with tutors, teaching methods, assessment methods, resources for studying, workloads etc.
How do I help?

As a Programme Representative your role is to guide and help other students during your academic year.

When confronted with a situation please consider the questions below.

1. How were you made aware of the issue?

2. Has a complaint been made? Have you been approached by students?

3. Why is this an issue?

4. Does it affect teaching quality? Does it impact on the student’s ability to learn?

5. Where is this issue?

6. Does the issue affect one module / the year group or the whole faculty?

7. Who does this issue affect?

8. Does the issue affect undergraduates or postgraduates, males or females, home or international student?

9. When is it an issue?

10. Does the issue only become a problem during lectures, does it relate to examinations or assessed work, a particular tutor and a particular area of work?

If you require additional support or have any concerns, please contact studentrep@city.ac.uk
For Recording your issues/wins

We want to know about any issues or wins you have come across whilst as a Programme Rep. This is so we can assist you with any issues and celebrate all your wins that you will achieve. To help us keep track we need you to keep them logged on our online Issues/Win form found on our Website.

What is an issue?

This is any problem that a student has come to you with that falls within your remit as Programme Representative. This may include problems with lecture capture or not having a suitable sized room for your class. We want to see what sort of problems students are facing and then support you where we can.

What is a win?

This is any problem that you have solved in your capacity as Programme Rep. They can be as large or as little as you like. For example: helping an individual student rearrange their timetable or changing the opening hours of the library to suit hundreds of students- we want to hear about them all.

Find the form on our website at:
https://www.citystudents.co.uk/student-voice/programmereps/issues/
Updating Your Student Community

It is important that you provide regular updates to your cohort, so that they understand the feedback they have given is being used and progress is being made.

How to update students
• Decide what information to share with students

• Include a short explanation of the issue(s) and any changes and decisions made

• Decide the best way to inform your fellow students

Do
• Use a design and font size everyone can read

• Ensure you are representing all views expressed to you

• Feedback relevant information that affects the whole course or the majority of students

Don't
• Use personal names, e.g. instead of saying "Sarah Smith raised an issue" use "A student raised an issue..."

• Write about personal issues or grievances, whether yours or someone else's

• Use emotional language or inappropriate language
As a Programme Representative, you will be faced with issues that you will have to signpost the student(s) to. For example, if a student has an issue with academic appeals, you have to know where to direct the student. Here is a list of the services provided by the main bodies found on campus.

**The Student Centre**
- Welfare issues and Advice
- Mental Wellbeing
- Disabilities
- Finance
- Accommodation
- International and Visa Advice
- Learning support

[studentcentre@city.ac.uk](mailto:studentcentre@city.ac.uk)
[+44 (0)2070407040](tel:+44%202070407040)
Find them in the University Building at Level 2

**Student Health Services**
- Minor illnesses
- General Advice on health

[healthservice@city.ac.uk](mailto:healthservice@city.ac.uk)
[+44 (0)20 7040 5999](tel:+44%2020%207040%205999)
Find them on level 1, Drysdale Building (in front of Santander Bank) matters.

**Union Advice**
- Academic Appeals
- Extenuating Circumstance
- Complaints
- Academic Misconduct
- Student Conduct

[UnionAdvice@city.ac.uk](mailto:UnionAdvice@city.ac.uk)
Find us in the Student’s Union in Tait Building.

**Student Counselling and Mental Health Services**
- Practical and emotional support to students
- Support to students with a diagnosed mental health condition(s).

[coun@city.ac.uk](mailto:coun@city.ac.uk)
[+44 (0)20 7040 8094](tel:+44%2020%207040%208094)
Find them on Level 1, Drysdale Building (in front of Santander Bank)
Meetings

Student-Staff Liaison Committee

The Student-Staff Liaison Committees are responsible for engaging with students; considering their views on the quality of the programme; seeking views on strengths, areas for improvement and responding to issues raised.

It covers **academic issues** specific to your programme.

Student Experience Committees

At SECs students and staff discuss matters concerning the broader student experience and non-academic student-related matters. Issues raised here also go to the University Executive Committee and Students’ Union Executive to inform institutional planning and management. Students are expected to hold the majority of seats on these meetings.

It covers **non-academic issues** specific to your programme.
## Additional Meetings

Here is some information about other meetings you may be involved in.

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<thead>
<tr>
<th>Date</th>
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<tbody>
<tr>
<td><strong>Student Members’ Meeting: AGM</strong></td>
<td>- All members of the Students’ Union</td>
<td>Holding the Union to account and proposing change for the future.</td>
<td>One per year.</td>
</tr>
<tr>
<td><strong>Board of studies: BOS</strong></td>
<td>- Schools Dean - Quality Officers</td>
<td>Academic standards and quality.</td>
<td>3 meetings per year.</td>
</tr>
<tr>
<td><strong>Programme Committees: PCs</strong></td>
<td>- Programme Director - Staff - Students</td>
<td>Standard and Quality of Programme(s).</td>
<td>One per term.</td>
</tr>
<tr>
<td><strong>Learning and Teaching Committees: LTCs</strong></td>
<td>- Associate Dean or Academic - Academic Staff - Selected Students - Senior Staff from LEaD</td>
<td>Developing and enhancing learning and teaching approaches.</td>
<td>3 meetings per year.</td>
</tr>
<tr>
<td><strong>Programme Approval and Review: PARC</strong></td>
<td>- Associate Dean - Education - Selected Staff - Selected Students</td>
<td>Proposals for new and amended programmes.</td>
<td>3 meetings per year.</td>
</tr>
<tr>
<td><strong>Annual Programme Evaluations: APEs</strong></td>
<td>- Deans - Staff - Selected Students</td>
<td>Programme planning and development</td>
<td>One per year.</td>
</tr>
</tbody>
</table>

A list of University of Committees, with their terms of references is available here: city.ac.uk/about/governance/council-senate-and-committees/academic-committees
Preparing for Meetings

It is important that you come to the meeting prepared. This is a guidance to help you in your role when it comes to meetings with relevant stakeholders.

Prior to the meeting
1. Always check the time, date and venue of the meeting. If you are unable to attend a meeting, you must send your apologies to the Chair (applicable to mandatory meetings).

2. Prepare and have a grasp of the topics that will be discussed in the meeting - for e.g. is it an academic issue?

3. Send any items to the agenda if you are willing to and if you are permitted. These will need to go to the meeting's secretary.

During the meeting
1. Take notes on what is discussed so that you can update your cohort.

2. If in a mandatory meeting, address your comments to the Chair, not other individuals.

3. Take down any call for action and any deadlines that was agreed.

After the meeting
1. Summarise what was discussed with other Programme reps.

2. Report back to students about the decisions that affect them, and the responses to any issues you may have raised.

3. You may also need to collect feedback on a particular issue to take to the next meeting.
How to gather feedback?

You are acting in the interest of students so you need to know what students want. You will need to collect information and have it ready to share at the meetings so that the student experience is improved.

Think about the right

Who do you represent?
Knowing who you represent will help you find the best way to approach them for feedback. Think about whether they are part time or full time students, are they in your year group, what are their background and culture and age group.

Methods

**In Person**
- Stalls/Suggestion Boxes
- Lectures
- Coffee mornings
- Posters/Post it notes

**Social Media**
- Groups
- Polls, Pictures
- Posts, Event, Tweets
- Professional Profile

**Messaging**
- Course Emails
- Weekly Program Rep Email
- WhatsApp, Moodle Form

**Surveys**
- Concise Survey
- Google Forms, Qualtrix
- Sent out via SU/Course
Feedback

Working with others

The best way to collect feedback on key issues or those that seem impossible is to work in partnership. You can partner with:

- Students who raise the issues
- Other Programme Reps
- Programme Directors and Staff
- School Representative Officer
- Part Time Students' Union Officers
- Full Time Students' Union Officers

Providing effective feedback: The ABCD Rule

The ABCD rule is an approach that will help you provide feedback to avoid conflict and help to create good working relationships.

Accurate – the feedback should be based on evidence and not on opinions
Balanced – the feedback should have a balance of positive and negative aspects.
Constructive – this is where you can provide solutions or ways to improve the current situation.
Depersonalised – keep the feedback about the issue and not the individual. Making things personal can lead into conflict
Code of Conduct

The Code of Conduct is an agreement by the Programme Representatives which covers what we expect in terms of:

**Attendance**
You are expected to attend all the mandatory meetings each term and at least one of the APEs, PARCs, PCs and TLCs. If you are unable to attend any of the meetings which you are invited to, it is expected that you will send apologies to the Secretary of the meeting at least one working day in advance of the meeting.

**Behaviours**
It is expected that you will conduct yourself in a professional and responsible manner at all times in carrying out your role as a Programme Representative. As a Representative, you will act according to the University’s Policy on Student Conduct.

**Confidentiality**
You will occasionally collect student data on matters that need to be treated sensitively or in confidence or a student will present an issue to you, where you need to then signpost them. It is expected that you will respect confidentiality and retain anonymity for students concerned when appropriate.

**Feedback**
It is expected that the feedback you collect shall be representative of the cohort of students that you have been chosen to represent. We therefore expect you to consult your students on matters arising at committees, and to report their opinions to the respective committees.
Effective Campaigning

Meetings are not the only platform where you can raise awareness about an issue. As a Programme Rep, you can also campaign.

The key to campaigning is to mobilise support towards a particular issue to help effect change.

Campaigning in general is very important at a Students' Union because it helps shape policy, rulings by the University and hold the university, lecturers and Students' Union accountable to the students.

City, University of London Students' Union
Saving 210 students' marks
A group of students across two modules had their marks brought down by as much as 13%, due to errors that were not within their control. The programme reps and the Vice-President of Education worked together and raised the issue with Senior Management. After discussion and debates, the School agreed to revert all the students' mark back to their raw scores.

University of Essex Students' Union
Maths calculations being uploaded to Moodle
Calculations for some mathematical subjects were being done by hand on a whiteboard and were not put online. The Programme Reps went to speak to the lecturers individually and the lecturers have since started to upload material to Moodle. The campaign focused on face-to-face meetings and collecting petition signatures.

Liverpool Students' Union
Integration Enhancement project
Programme Reps looked at the lack of integration between home and Chinese students. They gathered feedback and set up focus groups. They wrote a report that was shared with the University and this has triggered many changes to the management of courses including peer mentoring for Chinese students and cross-cultural workshops.
Being Recognised and Rewarded:

As a Programme Representative you will develop many key skills to help you at University and for Employability. Alongside skills gained, Programme Representatives get access to more rewards recognition:

• Programme Representative Lanyard
• An end of year certificate
• Personalised Hoodies for purchase
• A monthly Rep Newsletter
• Paid research opportunities.
• Vouchers for encouraging and participating in surveys

Awards

The Academic Impact Awards recognises Programme Rep who give the most from each School

The Students’ Union Awards recognise your effort with a gold, silver and bronze award

Letter of recognition
This year Programme Representatives can receive a letter of recognition for their efforts, this will be a great addition to a job application and an achievement to be proud of.

To receive a letter of recognition Reps must attend:
• Induction training or online module
• 2 SECs
• 2 SSLCs
• 1 Extra Programme Representative Event
CLEMENT ATTLEE

EXPERIENCE

JULY, 1945 – OCT 1951
PRIME MINISTER OF THE UNITED KINGDOM, HER MAJESTY’S GOVERNMENT
I was responsible for the policy and decision making of the government but also to oversee the operations of the Civil Service and government agencies, to appoint members of the government and to act as the principal government figure in the House of Commons.

JUNE 1944 – JUNE 1945
STUDENT ENGAGEMENT ADMINISTRATOR, CITY STUDENTS’ UNION
To provide administrative support and assistance to the Representation & Democracy team on relevant student engagement projects including student feedback, democracy and representation.

EDUCATION

SEPT. 1906
BAR PROFESSIONAL TRAINING COURSE, CITY, UNIVERSITY OF LONDON
Specialising in Commercial and Company Law, looking into the effects on the UK to forming a European Economic Community.

JULY 1904
LAW LLB, CITY, UNIVERSITY OF LONDON
Upper Second Class Honours achieved. I studied the key foundations of law including Contract, Constitutional, Criminal, Land, Tort, English Legal System, and Equity & Trusts.

EXTRA CURRICULAR

Programme Representative 2019/20, CITY STUDENTS’ UNION
The role involved representing students on my LLB Law course; communicating & attaining feedback on academic and non-academic issues; organizing feedback for the various committees I attended; speaking in front of classmates to keep them informed; working alongside numerous individuals to enhance the student experience, leading academic campaigns and signposting students to the correct service if the issue fell outside my remit.

SKILLS

Leadership  Communication
Teamwork  Creative Problem Solving
Public Speaking  Ability to take initiative
Organisation  Listening
Progression and Recognition

Being a Programme Rep is the perfect experience to go on onto either a School Representative Officer or Vice President Education.

School Representative Officer
These roles act as the recognised spokesperson for the students in their School concerning internal School matters, providing feedback on various aspects of the University and the student experience both to the University and to the student body.

If you are interested then you can talk to the Representation team at any time of year, and we will be happy to give you some more information.

Vice President Education
If you want a full time, paid, and challenging role then Vice President Education is for you. This role puts you at the heart of the Union and University, where you’ll challenge the University on education and academic issues, as well as lead the Union as a trustee.

This is a great professional experience for any future job you may wish to have. The elections for this role take place in March and there will be lots of information about it from when the nominations open in January, feel free to come and chat to the Representation team.

Leadership Academy
As a Programme Representative you are eligible to join the Union’s Leadership Academy and obtain a Leadership Award. The integral core of the Leadership Academy, The City Students’ Union Leadership Award is an accreditation offered by City Students’ Union where students can utilise leadership roles and voluntary activities/achievements to develop competencies, including Leadership and 9 others.

For more information or to sign up, please visit:
https://www.citystudents.co.uk/getinvolved/leadershipaward/
Agenda - The list of issues that are to be discussed in the meeting. This should be sent to you in advance.

AGM - Annual General Meeting

Alumni - Former students of University. Famous City Alumni include Clement Attlee!

AOB - Any other business.

BAME/BME - Black Asian Minority or Ethnic

Board of Trustees - The board that supervises the governance of the Students’ Union.

BOS - Board of Studies.

Chair - A person who leads the meeting. They will make sure that everyone is given a chance to speak.

Chancellor - The Chancellor presides at ceremonial occasions and acts as an ambassador for the university.

CMA - Competition and Markets’ Authority

Cohort - A group of people banded together. For example, the group of students in your tutorial class.

CSU - City Students’ Union. If you ever need any support please do not hesitate to ask!

DARO - Development and Alumni Relations Office

DfE - Department for Education (UK Government)

DLHE - Destination of Leavers in Higher Education

DRO - Deputy Returning Officer

ECs - Extenuating Circumstances.

EDI - Equality Diversity and Inclusion. Ensuring that the University is free from discrimination and is a diverse and tolerant place to study.

ExCo - Executive Committee (the government), whom set the political direction of the Students’ Union.

FE - Further Education

FTOs - Full Time Officers

GM - General Meeting

Governance - Establishment of policies, and continuous monitoring of their proper implementation.

HE - Higher Education

HEFCE - Higher Education Funding Council for England

HR - Human Resources

KCSO - Keep Calm and Study On, now called Study Well

LEaD - Learning Enhancement and Development

LEAs - Learning Enhancement Awards, now called Academic Impact Awards

LEC - Learning Environment Committee

LGBT - Lesbian Gay Bisexual or Transgender

Membership - The group of people who attend a certain committee

Minutes - A record of what has happened in a committee.

MSL - Membership Solutions Limited – Students Union Website provider

NSS - National Student Survey. A survey open to all final year students to give their feedback on their experience.
NUS - National Union of Students
OFFA - The Office for Fair Access
OFS - Office For Students
PAF - Property and Facilities
Papers - Before each meeting the secretary to the committee will ask for contributions to the agenda and will send out the papers which explain what will be discussed in the meetings.
PG - Postgraduate
PGR - Postgraduate Research Students
PGT - Postgraduate Taught Students
PRES - Postgraduate Research Experience Survey
President - The President is the Chief Executive of the University. Our president is Professor Sir Paul Curan.
Prevent - Prevent is one of four strands of the government's counter-terrorism strategy.
PSRB - Professional Statutory and Regulatory Bodies (for example the NMC for Nursing/Midwifery)
PTES - Postgraduate Taught Experience Survey
PTOs - Part Time Officers
QAA - Quality Assurance Agency
RAG - Raising and Giving
REF - Research Excellence Framework
RO - Returning Officer
Sabbs - Sabbatical Officers. There are three: the President, the Vice-President Education and the Vice-President Community & Wellbeing.
Safe Space - A place or environment in which a person or category of people can feel confident that they will not be exposed to discrimination, criticism, harassment, or any other emotional or physical harm.
SAS - Student Academic Services
SCMHS - Student Counselling and Mental Health Service
SFE - Student Finance England
SLC - Student Loans Company
SOCS - Societies
SRO - School Representative Officer. There is one for each of the five schools.
SU - Students’ Union
TEF - Teaching Excellence Framework
The Carrot - King Carrot, the Students’ Union’s mascot
Tier 4 - A Tier 4 visa is issued to study in the UK.
TIGNC - Transgender Intersex, and Gender Non-Conforming
TSEP - The Student Engagement Partnership
UCAS - Universities and Colleges Admissions Service
UET - University Executive Team
UG - Undergraduate
UoL - University of London
USS - Union Support Service, now called Union Advice
UUK - Universities UK
WP - Widening Participation. Increasing the number of people people from all backgrounds who attend university.
YV1/YV2 - Your Voice 1 / Your Voice 2
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<td>Programme Representative Induction refresher</td>
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<td>21st November 2019</td>
<td>Student Council Meeting Number 1</td>
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<td>19th November 2019</td>
<td>Programme Representative School Forum - SASS</td>
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<td>21st November 2019</td>
<td>Programme Representative School Forum – Law</td>
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<td>22nd November 2019</td>
<td>Programme Representative School Forum - SMCSE</td>
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<td>26th November 2019</td>
<td>Programme Representative School Forum – CASS</td>
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<td>28th November 2019</td>
<td>Programme Representative School Forum – SHS</td>
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<tr>
<td>20th January 2020</td>
<td>Spring Elections Nominations Open</td>
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<td>27th January 2020</td>
<td>Academic Impact Awards Nominations Open</td>
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<td>29th January 2020</td>
<td>Student Council Meeting Number 2</td>
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<td>30th January 2020</td>
<td>Programme Representative Reception</td>
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<td>11th February 2020</td>
<td>Student Members Meeting</td>
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<td>16th February 2020</td>
<td>Spring Elections Nominations Close</td>
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<td>28th February 2020</td>
<td>Academic Impact Awards Nominations Close</td>
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<td>2nd - 6th March 2020</td>
<td>Spring Elections Voting</td>
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<td>6th March 2020</td>
<td>Spring Elections Results announcement</td>
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<tr>
<td>24th March 2020</td>
<td>Student Council Meeting Number 3</td>
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<tr>
<td>TBC</td>
<td>Academic Impact Awards</td>
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