Welcome

Thank you for putting yourself forward for this responsibility and once again, congratulations on becoming a programme rep! Academic representation is a core priority for City Students’ Union, as our reps are an invaluable source of information and enthusiasm, helping us improve. Programme reps are a prime example of the working relationship 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, while improving your personal skills such as communication, leadership and problem solving.

We have prepared this handbook for you to remind yourself of your training and to refer back to whenever you need more information on your role. You will find information on the university structure and available services to signpost your classmates. You will also find my contact details in this handbook, please do not hesitate to contact me for any academic concerns or enquiries.

**Tuna Kunt**  
**Vice President Education, City Students’ Union**

I am delighted that you have chosen to become a programme rep! At City the University and City Students’ Union are committed to working together as we listen to and learn from our students and 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. And you can magnify the difference you make, as you work with them to introduce improvements for your future years and for future students. 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
Email: Angelo.Weekes.2@city.ac.uk

Skye Golding
SU Wellbeing & Insight Coordinator
Email: Skye.Golding@city.ac.uk

Umadevi Dassaye
SU Academic Representation Intern
Email: Umadevi.Dassaye.2@city.ac.uk
Your Leadership

City students voted for these three to represent them:

- **Kristina Perelygina**
  - President
  - supresident@city.ac.uk

- **Nazia Bharde**
  - Vice President Activities & Development
  - vpactivities@city.ac.uk

- **Tuna Kunt**
  - Vice President Education
  - vpeducation@city.ac.uk

Each School elects a School Representative Officer, who they work to represent your School’s students to the School, University and Union:

- **Ricky Emery**
  - City Law School
  - lawsro@city.ac.uk

- **Maimuna Bushale**
  - School of Arts & Social Sciences
  - sasssro@city.ac.uk

- **Egor Chetverikov**
  - Cass Business School
  - businesssro@city.ac.uk

- **Abdul Khokhar**
  - School of Mathematics, Computer Sciences & Engineering
  - smcsesro@city.ac.uk

- **Ruqaiyah Javaid**
  - School of Health Sciences
  - healthsro@city.ac.uk
Programme Reps?

The partnership between City, University of London and the Students’ 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.

Responsibilities

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
Your role

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 decision 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
The issues

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.
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  
+44 (0)2070407040  
Find them in the University Building at Level 2

### Union Advice
- Academic Appeals
- Extenuating Circumstance
- Complaints
- Academic Misconduct

** UnionAdvice@city.ac.uk  
+44 (0)2070405600  
Find us in the Student’s Union in Tait Building

### Student Health Services
- Minor illnesses
- General advice on health matters

** healthservice@city.ac.uk  
+44 (0)20 7040 5999  
Find them on Level 1, Drysdale Building (in front of Santander Bank)

### 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  
+44 (0)20 7040 8094  
Find them on Level 1, Drysdale Building (in front of Santander Bank)
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. Do you have an issue?

2. How you are presented an issue is vital to how it is resolved; the more detailed the better.

3. How were you made aware of the issue?

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

5. Why is this an issue?

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

7. Where is this issue?

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

9. Who does this issue affect?

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

11. When is it an issue?

12. 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
Meetings

As a Programme Rep, a major part of your work will involve attending meetings. The mandatory meetings is a platform for you to raise student feedback relating to learning and teaching on your programme.

Mandatory Meetings

- SSLC: Student-Staff Liaison Committees
- SECs: Student Experience Committees
- AGM: Annual General Meeting (Student Members' Meeting)

Additional

- PCs: Programme Committees
- LTCs: Learning and Teaching Committees
- BOS: Board of Studies
- PARCs: Programme Approval and Review Committees
- APEs: Annual Programme Evaluations

A list of University of Committees, with their terms of references is available here: www.city.ac.uk/about/education/academic-services/academic-committees
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.
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. Wear what you feel comfortable in, be aware of any dress code

2. Take notes on what is discussed so that you can update your cohort

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

4. 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

- **Time**
- **Place**
- **Person**
- **Method**

**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/Meetings
- Lectures
- Coffee Mornings
- Posters / Post-it Notes

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

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

**Surveys**
- Concise Survey
- Google Forms, Qualitrix
- 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
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.
Updating Students

It is important that you provide regular updates to your cohort about your progress whether it is a particular issue or a meeting.

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
The Perks

As a programme rep, you contribute positively to the life of your fellow students, but you also receive a number of additional perks.

Rewards
Apart from giving a boost to your CV and developing as an individual, you, as a programme rep, get access to these:

- A reward of £10 printing credit for Representative of the Month (for 9 months)
- Certificates and Lanyards
- Personalised Hoodies and business cards for purchase
- Programme rep of the Month Prize
- Paid research opportunities.
- City Students’ Union Leadership Award – Representatives will be able to sign up for first round of our certified Leadership Award for Students’ Union volunteers

Awards

<table>
<thead>
<tr>
<th>The Academic Impact Awards</th>
<th>The Students’ Union Awards</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recognises those who give the most from each School!</td>
<td>Recognises your effort with a gold, silver or bronze award!</td>
</tr>
</tbody>
</table>

City Students' Union Leadership Award
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.

How to sign up?
Simply register for the Leadership Award online at: www.citystudents.co.uk/leadershipaward
<table>
<thead>
<tr>
<th>Issue to be raised</th>
<th>Comments made by others</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>Actions Agreed</td>
<td>To be completed by</td>
</tr>
<tr>
<td>---------------</td>
<td>--------------------</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Checklist

Ever need a reminder of what you need to do? - Well here’s a handy checklist:

[ ] Have you met your Course Officer this month?

[ ] Have you promoted your role?

[ ] Have you gathered and recorded feedback from students using a variety of channels (e.g. student surveys)?

[ ] Have you attended a mandatory meeting this term? What were the action points?

[ ] Have you reported back to your cohort, Student Advisor and the Students' Union?

[ ] What student issues have you helped to resolve?

[ ] Have you encouraged students to participate in elections?

[ ] Have you attended the most recent training session or workshop?
## Key Dates

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>21 January 2019</td>
<td>! Academic Impact Awards nominations open</td>
</tr>
<tr>
<td></td>
<td>! SU Carrot Awards nomination opens</td>
</tr>
<tr>
<td></td>
<td>! Welcome Back Week and Fair</td>
</tr>
<tr>
<td>31 January 2019</td>
<td>! Programme rep reception</td>
</tr>
<tr>
<td>11 February 2019</td>
<td>! SHAG Week</td>
</tr>
<tr>
<td>12 February 2019</td>
<td>! Student Members Meeting</td>
</tr>
<tr>
<td>20 February 2019</td>
<td>! Student Leadership Conference</td>
</tr>
<tr>
<td>21 February 2019</td>
<td>! Election nomination closes</td>
</tr>
<tr>
<td>15 March 2019</td>
<td>! Election Results</td>
</tr>
<tr>
<td>Week commencing 18 and 25</td>
<td>! School specific Programme Rep Reception</td>
</tr>
<tr>
<td>March 2019</td>
<td></td>
</tr>
<tr>
<td>28 March 2019</td>
<td>! Leadership Award deadline</td>
</tr>
<tr>
<td>1 April 2019</td>
<td>! SU Annual survey opens</td>
</tr>
<tr>
<td>4 April 2019</td>
<td>! International Carrot Day</td>
</tr>
<tr>
<td></td>
<td>! SU Carrot Awards</td>
</tr>
<tr>
<td>16 April 2019</td>
<td>! Academic Impact Awards</td>
</tr>
<tr>
<td>1 June 2019</td>
<td>! SU Annual Survey closes</td>
</tr>
</tbody>
</table>