

Student Representation, Engagement and Partnership

Principles of Student Representation, Engagement and Partnership

The University is committed to ensuring that students are provided with the opportunity to contribute to the shaping of their learning experience, individually, collectively and through the Students' Union. One of the principles of the University's Learning & Teaching strategy (2015-20) is to work with students as partners:

“We recognise that student representation, engagement and partnership have important roles in improving the student experience and delivering an excellent education and outcomes”

The role of a student representative is vital to assure a high-quality student experience and to support student retention and success.

The following principles provide the framework for student representation within the management of the learning experience.

1. Student participation and partnership is an essential core component in the design, delivery, review and enhancement of a high-quality educational provision.
2. There must be student engagement and representation on all University Academic Board committees and sub-committees, key Faculty committees and in all aspects of programme management.
3. Student engagement in reviewing the learning experience is a key aspect of the normal operation of the University; it should enable student involvement in the proactive decision-making processes that underpin their educational experience both within their programme of study and across the wider University.
4. The diverse nature of the student population requires that innovative and flexible approaches are adopted in order to overcome the barriers to participation such as mode or location of study.
5. Students and staff are provided with sufficient information, background knowledge, training and on-going support to enable them to work together as full partners in the production of a high-quality student experience.
6. A successful student representation policy recognises that students must be made aware of the outcomes of their involvement in the quality assurance process.
7. The operation of student representation will be monitored by partnership between the Quality Standards Office and the Students' Union in order to ensure that students are enabled to make an effective contribution to the provision and enhancement of a high-quality educational experience.

1 STUDENT PARTNERSHIP AGREEMENT



Our shared mission is to pursue excellence in higher education: transforming individuals, creating knowledge, enriching communities and building a sustainable future. This Partnership Agreement is part of this vision and was developed in equal partnership between Canterbury Christ Church University, Christ Church Students' Union and students.

WE VALUE

- The development of the whole person, respecting and nurturing the inherent dignity and potential of each individual
- The integration of excellent teaching, research and knowledge exchange
- The celebration of being a part of a community which recognises the power of higher education to enrich individuals
- Our friendly, inclusive and professional community of students and staff, preparing individuals to contribute to a just and sustainable future.

THE UNIVERSITY

To this end the University undertakes to provide students with:

- A high quality, holistic student experience and opportunities in relation to learning and the wider experience of university
- Access to appropriate support, information, advice and guidance on all aspects of studying, living and working before, during and after their programme.

STUDENTS

To this end students undertake to:

- Be proud ambassadors for the University and the Students' Union and represent them in a manner that best promotes their respective reputations
- Take responsibility for managing their own learning: actively engaging in their programme and supporting their student representatives to help create meaningful dialogue and impactful change.

THE STUDENTS' UNION

To this end the Students' Union undertake to:

- Represent the interests of students at the University at local and national levels, and champion student representation
- Provide independent advice on academic issues
- Provide a wide range of services and opportunities to support active student and community engagement.



2 STUDENT REPRESENTATIVES

2.1 Introduction

There will be four strands of elected student representatives:

- Programme Representatives;
- School Representatives;
- Faculty Representatives;
- University Representatives.

All representatives will be elected through a transparent and independent democratic process. All students in the cohort to be represented will be eligible to nominate and elect their representatives and to stand for election.

The purpose of all student representatives is to act as a voice for the students, providing feedback to the University and Christ Church Students' Union on key issues which affect the student experience and to work proactively to develop and enhance the wider University experience. The system will be most effective when student representatives communicate regularly with the cohort being spoken for.

The Students' Union has a key role in the training and supporting of student representatives, working across the University to provide administrative support, expert advice and to facilitate the creation of a network of representatives.

The names and contact details of all student representatives will be held by the Students' Union and by the University's Quality and Standards Office, and will be publicised to the student body via the virtual learning environment and any other suitable medium. The Students' Union and the Student Communication Unit will support this activity.

Student representation is to be approved as an item for inclusion in section 6.1 of the HEAR and student representation is a suitable volunteering activity for progression through the Christ Church Extra Award.

2.2 Programme Representatives

Both undergraduate and taught postgraduate programmes will have Programme Representatives. There will be one or more Programme Representatives(s) for each level of a programme. Programme Student Representatives will represent students and act as their voice on a programme. Activities will include taking part in Staff-Student Liaison Meetings (SSLM) and other programme meetings. Programme Student Representatives will be expected to Chair SSLMs on a regular basis.

The number of Programme Representatives will be determined by the number of students at each programme level. There will be a minimum of one Programme Representative for every 40 students for each level of a programme, irrespective of whether it is a full-time and part-time programme.

Elections will normally be held towards the start of each level of a programme. The Students' Union will identify and publicise a two-week period during which the elections will take place. Off-site students would be given a longer time in which to vote.

Prior to the elections and training of Programme Representatives, no programme should hold an SSLM or any other meeting requiring student representation.

There is no limit to the number of times that a student may serve as a Programme Representative.

The name, position and current institution of each external examiner will be communicated to all students through inclusion in the Student Programme Handbook and published via the virtual learning environment.

External examiners' reports must be shared with Programme Representatives, through Student-Staff Liaison Meetings and any other mechanism deemed appropriate by the School/Centre. Programme Representatives and other students should be included in discussions during the formulation of the programme team's response to External Examiners' reports. The reports and the responses must also be available via the virtual learning environment.

Programme Representatives must be involved in discussions during the Annual Programme Monitoring process and participate in the creation of reports and responses to external examiners reports

2.3 School Representatives

There will, as far as the student population of a school allows, be one undergraduate and one taught postgraduate Student Representative for each School, who will normally represent the School on the Faculty Quality Committee and the Faculty Learning, Teaching and Assessment Committee. The Chair of the Committees will ensure that both undergraduate and taught postgraduate population are represented. These School Representatives and such additional representatives as required, to ensure that School Representatives are not over-burdened, will sit on relevant School Committee and/or working groups.

School Representatives will normally be elected from Programme Representatives with existing experience of the role or from students who have participated in a form of academic quality assurance, for example, as members of University Approval panels. Any student is, however, eligible to take on the role of School Representative.

School Representatives can be serving concurrently as Programme Representatives.

Separate arrangements will be made for the representation of postgraduate research students through the Graduate School and the Postgraduate Research Association.

School Representatives should co-ordinate communication and meetings between the Programme Representatives within the School and create a supportive network.

2.4 Faculty Representatives

There will be Faculty Representatives elected as are required to enable students to sit on each Faculty Board and to represent the Faculty on those University Committees and Working Groups which require Faculty representation. This will include one undergraduate and one taught postgraduate representative on each Faculty Board. Separate arrangements will be made for the representation of postgraduate research students through the Graduate School and the Postgraduate Research Association.

Faculty Representatives will normally be elected from Programme and School Representatives with existing experience of the role or from students who have participated

in a form of academic quality assurance, for example, as members of University Approval panels. Any student is, however, eligible to take on the role of Faculty Representative.

Faculty Representatives can be serving concurrently as Programme and/or School Representatives.

Faculty Representatives should co-ordinate communication and meetings between the School Representatives within the Faculty and create a supportive network.

2.5 University Representatives

Students are represented on a number of University Committees and Working Groups by Students' Union Sabbatical Officers. Where additional student representation is required, and is not provided by Faculty Representatives, additional representatives will be directly elected (APPENDIX1).

University Representatives will normally be elected from Programme and School Representatives with existing experience of the role or from students who have participated in a form of academic quality assurance, for example, as members of University Approval panels. Any student is, however, eligible to take on the role of Faculty Representative.

University Representatives can be serving concurrently as Programme, and/or School and/or Faculty Representatives.

3 ELECTION OF STUDENT REPRESENTATIVES

All representatives will be elected through a transparent and independent democratic process. All students in the cohort to be represented will be eligible to nominate and elect their representatives and to stand for election. The election process will be on-line and will be organised and run by the Students' Union.

Deans, Heads of School, Programme Directors or Committee Chairs are responsible for providing the Students' Union with the terms of reference of those committees on which student representation is desirable and/or essential. The Students' Union will publicise the opportunity and request nominations.

All eligible students can volunteer for those committees whose remit is of interest to them e.g. equality & diversity, widening participation. The Students' Union may also be provided with nominations by the person requesting representation.

The Students' Union will set up the electronic election process and inform the relevant student cohort. Even if there is only one nomination an election will still be held with an option for students to vote RON (re-open nominations.)

All students will be invited to stand for election as School or Faculty Representatives. There will be a minimum of 12 School Representatives and 4 Faculty Representatives.

4 TRAINING OF STUDENT REPRESENTATIVES

Training for all student representatives will be undertaken by the Students' Union in partnership with the University. Training will be offered throughout the academic year in a timely manner and dates will be disseminated in appropriate and varied ways through the Students Union and the Student Communications Unit.

Online training is available for off-site students and those who are unable to attend. Before undertaking any representation role, the student should complete the training either in person or online.

Training will include guidance on Chairing Meetings and the development of Chairing Skills plus guidance on what is considered a general concern and how an individual student issue should be handled.

Training by the Students' Union will take place regularly so these representatives will be ready to take up their positions in the following academic year.

5 GUIDELINES FOR MEETINGS INVOLVING STUDENT REPRESENTATION

All student representatives should be informed of the agenda and provided with all relevant papers for each meeting that they attend. This must normally be done at least one week before the meeting and with sufficient time to allow consultation with the student body where required. The Chair is responsible for ensuring that the student representatives are given the opportunity for briefing before a meeting.

The meeting dates and times must be published at the beginning of the academic year and the first meeting must not take place before there has been an opportunity for the student representatives to have undertaken training.

Where a student is required to travel to another campus to attend a meeting, travel expenses should be paid for journey over and above their usual commute to University.

Student representatives should be enabled to contribute to the agenda or a meeting where appropriate.

Anonymity is maintained at all times.

Student representatives must not be required to take the meeting notes under any circumstances.

The Chair of a committee is responsible for ensuring that appropriate policies and procedures are made available to student representatives. These should include relevant details of University and School/Centre structures, details of roles, policies and procedures relating to the business of the committee.

6 GOVERNANCE OF THE STUDENT REPRESENTATION SYSTEM

A review of the system of student representation, including Student Programme, School, Faculty and University Representatives, will be undertaken annually by the Students' Union and University in partnership. This will include gathering data regarding student representative attendance at meetings and feedback from all student representatives as well as from Programme Directors, Heads of School, Deans and Chairs of University committees.

The Students' Union will also provide the opportunity for students to provide feedback throughout the year and the Students' Union and University will work in partnership to resolve any issues as they arise.

The University will seek to ensure that student representation meets the requirements of statutory bodies.

Students Required for Institutional Committees

Committee	SU Sabbatical Officer Requirements	Student Requirements
Academic Board	SU President SU President (Education and Wellbeing)	none
Education and the Student Experience Committee	SU President (Education and Wellbeing)	1 student representative from each Faculty
Research & Knowledge Exchange Committee	None	1 student member 1 representative of the PGRA
Learning, Teaching and Assessment Working Group	SU President (Education and Wellbeing)	1 student from each Faculty
Collaborative Provision Sub-Committee	SU President (Education and Wellbeing)	none
Professional Services Quality Sub-Committee	One of the SU Presidents	1 student
Quality Monitoring & Review Sub-Committee	SU President	1 student representative from each Faculty
Research Degrees Sub-Committee	None	2 representatives of the PGRA
Research Ethics & Governance Committee	None	1 Postgraduate student (nominee from PGRA)

Student Representatives Required for Faculty Committees

Committee	SU Requirements	Student Requirements
Faculty Board	None	At least two students (taken from areas of study determined by the Faculty Board)
Faculty Quality Committee	None	A Student representative from each school and centre
Faculty Learning, Teaching and Assessment Committee	None	A Student representative from each school and centre

STAFF-STUDENT LIAISON MEETINGS

1 INTRODUCTION

Student-Staff Liaison Meetings play an integral role in the University's approach to student engagement in academic governance. This policy has been drawn up in consultation with Programme Representatives and with the Students' Union and represents the minimum standard that is required from each programme. Programmes may implement this guidance as appropriate to their needs and structure and are encouraged to develop the role of Programme Representatives beyond this minimum standard. It should be noted that Student-Staff Liaison Meetings should not be seen as the only way through which students should be engaged. The student body should be consulted proactively on key programme developments. It is the responsibility of the Head of School to ensure that the minimum standards are met.

Student-Staff Liaison Meetings are a forum for the active partnership between programme staff and Programme Representatives. Students should participate in:

- informing and enhancing teaching, learning, assessment and content of programme modules, through both formal and informal channels;
- providing advice from the student perspective with regards to programme planning and development;
- providing feedback on the availability, sufficiency and appropriateness of learning resources;
- informing and where appropriate improving the organisation and management of the programme;
- facilitating a fair and equal University experience for the diverse members of the student population;
- providing a written or verbal report on student views to all appropriate committees.
- providing feedback to the student body with regard to the meetings and the issues discussed

2 COMPOSITION OF STAFF-STUDENT LIAISON MEETINGS

There must be a Student-Staff Liaison Meeting (SSLM) to cover each programme (or group of programmes). These should be held a minimum of one per term, to enable continuous consultation and feedback.

Student-Staff Liaison Meeting should comprise

- (a) all Programme Representatives for the Programme;
- (b) the Programme Director;
- (c) sufficient members of the academic staff as determined by the Head of School in consultation with the Programme Director to enable the meeting to be effective.

Whilst the Student-Staff Liaison meeting will determine who should act in the role of chair, it is expected that this shall be a Programme Representatives.

If a Programme Representatives is unable to attend a SSLM due to being off-campus an alternative method, such as a live-stream should be found to ensure inclusion.

3 TIMING OF STAFF-STUDENT LIAISON MEETINGS

It is the responsibility of the Programme Director to set the meetings in a timely manner and circulate the details to all relevant Programme Representatives. The meeting dates, times and locations must be published in the Student Programme Handbook

The first SSLM should not take place before the elections and opportunity for training of Programme Representatives has taken place.

Student-Staff Liaison Meeting dates, agendas, minutes and action points should be made available to Programme Representatives via the programme Virtual Learning Environment and/or any other suitable medium.

Student-Staff Liaison Meetings should normally be held in the location that the programme is delivered. Where a student is required to travel to another campus to attend a Student-Staff Liaison meeting, travel expenses should be paid for journeys over and above their usual commute to University.

4 CONDUCT OF MEETINGS

Student-Staff Liaison Meetings are mechanisms for discussing matters relating to programmes and programme delivery; Student-Staff Liaison Meetings should be used to discuss matters of general concern not particular matters relating to individual students.

Staff and Programme Representatives should be able to contribute to the agenda making sure there is plenty of time to discuss all issues.

Programme Representatives and staff should not discuss students or staff by name during the meeting, making sure confidentiality is kept at all times.

Notes of the meeting will be taken by a person provided by the School/Centre and circulated to all parties to check the accuracy. Notes should be approved by the next meeting and actions confirmed. Under no circumstances should Programme Representatives be asked to take the notes.

5 BUSINESS OF MEETINGS

In order for Student-Staff Liaison Meetings to be effective their business should include

- External Examiner reports and the response made by the School/Centre; these should also be made available to the wider student body via the virtual learning environment.
- summary reports on programme and/or module evaluation data.
- analysis of relevant NSS and USS data.

Heads of School/Centre are responsible for ensuring that appropriate School/Centre and University policies and procedures are made available to Programme Representatives. These should include relevant details of University and School/Centre structures, details of the role of the Programme Director and policies and procedures relating to student matters and quality processes. This information should also be available through programme handbooks.

Programme Directors should timetable feedback to the student body from Student-Staff Liaison Meetings to occur as part of the teaching week.