

2021/2022

STUDENT REP GUIDE

STAND UP AND SHAPE YOUR
STUDENT EXPERIENCE

FUTURE U
STUDENT SUPPORT SERVICE

UCEN
MANCHESTER
FIND YOUR FUTURE

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WELCOME



WENDY PENNINGTON
**DIRECTOR OF STUDENT EXPERIENCE
AND ENGAGEMENT**

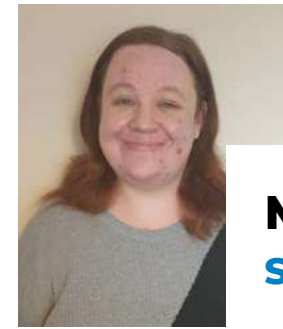
Hello and welcome to UCEN Manchester, I am sure you will enjoy your time here. I look forward to working in partnership with you as part of our student team, embracing all that Manchester has to offer.

Becoming a student rep will be a rewarding experience and will provide great opportunities to make a difference to the future of students at UCEN Manchester. These roles are vital in ensuring we reach and engage with the wider student body. Increasingly, employers are seeking to hire individuals who stand out from the crowd. The student rep role will demonstrate that you are able and willing to make that extra commitment.

This handbook will help you understand what the student rep role involves and decide whether it is right for you. It outlines your responsibilities and the support available to you.

Our student reps play a vital role within your education; through you, students are able to affect real change to their courses and improve their student experiences, both for themselves and future students.

With many best wishes for the year ahead.



MARYANNE LETHAM
STUDENTS' UNION PRESIDENT

Hello everyone, I am Maryanne Letham your Students' Union President and I am excited to continue into my second term. It is such a pleasure to be able to continue as president for a second year and continue building up the wonderful relationships with both the staff and student body, to continue building up your Students' Union, and getting to know you.

There are plenty of ways to get involved with the Students' Union, and I would encourage you too, become a Students' Union officer, join a society or create one, join in with our campaigns, and join in with our events. Your journey with UCEN Manchester will fly by and you should make the most of it, to make those connections with other students, to gain the skills needed to find your dream job, and to ultimately have the best time you can have while you study.

I look forward to meeting you all and hearing what you have to say. Feel free to drop by at any of our drop-in sessions held online or on any of the campuses, email the Students' Union, contact us over social media, or just say hi in person.

su@ucenmanchester.ac.uk

Students' Union



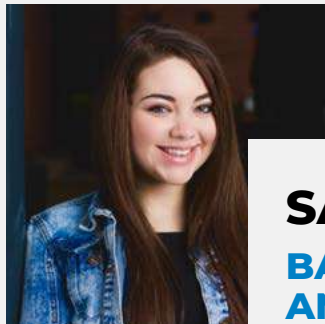
JEN ROBERTS
STUDENT VOICE CO-ORDINATOR

Hello! As your Student Voice Co-Ordinator, I work alongside your Students' Union President as your student rep support.

I will be taking you through your journey to becoming a fully-fledged rep; providing training, meetings, events information and more. I will also be the one who communicates with you and welcomes you into the student rep Facebook group.

Student reps reflect all students at UCEN Manchester, as a collective voice to be heard. The future is bright for the new student rep programme and I'm thrilled to have you on board!

WHAT IS A STUDENT REP?



SADIE WILLIAMS

BA (HONS) ACTING FOR LIVE AND RECORDED MEDIA

There is nothing more empowering than having a voice. I found and grew so much confidence in being a student rep. When working towards your future career, you deserve to be on the course that is right for you. Being a student rep is a great way of working with others and making your course more efficient for yourself and the other students. The meetings were a great opportunity to learn about what goes on behind the scenes, and being that middle communication ground between my course tutors and my fellow students really helped to unite everyone together.



KEISHA ADAIR SWABY

BA (HONS) HEALTH, FITNESS AND EXERCISE

I feel privileged to have been selected by my peers, to be a voice for other students. I believe in a proactive lifestyle and making change where necessary for the student body. I have thoroughly enjoyed my time being a Student Representative for the past three years whilst I achieved my degree. I have gained a wealth of experience and skills working in partnership with staff and other students. The role is rewarding both directly (making changes now) and indirectly (as experience for my career), plus the support is excellent. By being a Student Rep, I know I have contributed to the development of the student experience, which will not only benefit me and my class, but future students to come. Being the student voice makes a difference!



EMMA PALFREY

FDA TOURISM MANAGEMENT

I have found my time as a Student Rep personally rewarding. I feel proud to act as a voice for my peers, being there for them and helping with the feedback they have raised. Being a Student Rep has enabled me to form good relationships with staff and students from other subject areas. It has increased my confidence and given me invaluable knowledge about how Higher Education works, plus ideas on relevant topics to push forward for a greater learning experience.

ABOUT THE ROLE

UCEN Manchester works in partnership with students to ensure that we provide a supportive and positive environment in which everyone can feel part of the community.

We aim to foster opportunities for you to shape your own academic and personal learning journey. As a student rep you will be able to work collaboratively with your staff and peers to influence the wider student experience. You will play a vital role in the community, connecting staff, students and UCEN Manchester together. The student representation cycle outlines the different systems for involvement that we use.

SKILLS DEVELOPED

- Proactive
- Organisation
- Punctual
- Communication
- Teamwork
- Friendly
- Listener
- Negotiator
- Adaptable
- Resilient
- and much more!

TRAINING

Join National Union of Students (NUS) and UCEN Manchester staff for training.

ON CAMPUS

Training place in October on campus. More information will be provided to student reps via email.

ONLINE TRAINING

Access the student rep online training via the Student Voice tab on the UCEN Manchester website

STUDENT REPRESENTATION CYCLE

SEPTEMBER

- **Election** - Two students from each class are elected by their peers, committing to a one year term in the role. These names are submitted to the Student Voice Coordinator by the tutor.

OCTOBER

- **Training** - Training is completed both online, via the student learning portal (called Moodle) and in person at the Student Rep Training Day in collaboration with the National Union of Students (NUS). Student Reps may also join the online Student Rep Facebook forum, and Microsoft Teams channel and receive a free UCEN Manchester Student Rep hoodie.

NOVEMBER - MAY

- **Consultation** - Once Student Reps are fully trained they may implement their training by gathering peers thoughts and opinions, making time for regular consultation to help improve the experience of all UCEN Manchester students

DECEMBER - MAY

- **Meetings** - Student Reps meet in collaboration with UCEN Manchester and the Students' Union.

OPPORTUNITIES TO HAVE YOUR VOICE HEARD

- **Student Committees**- SSLMs, Programme Committees and Student Rep Support Meetings
- **Students' Union**
- **Student Surveys**
- **Focus Groups and Working Teams**
- **Student Consultation Meetings** - i.e. formal committees and panels
- **UCEN Manchester Management**
- **Student Governor**
- **Student Blog** - Student Newsletter
- **Student Rep social media**

STUDENT MEETINGS

As a student rep you will be expected to attend three key types of meetings:

STUDENT REP SUPPORT MEETING

This is an informal meeting arranged by your Student Voice Co-ordinator, Jen Roberts, with all the Student Reps from across your campus.

These meetings occur once each term and offer Student Reps the opportunity to discuss potential for change across campus and curriculum's, as well as learning more about student activities and events.

At these meetings, you will be able to discuss issues relating to the student learning experience with the relevant staff. They can also provide an opportunity for your department to consult with you and receive feedback on new proposals or schemes.

It can be intimidating walking into a room full of staff, but it's important to remember that you know something they don't - what it's like to be a student. As a Student Rep, you will be expected to give honest feedback, that way changes can be made giving everyone the best student experience possible.

You will be provided with the annual schedule of meetings that you will be required to attend at the beginning of the academic year. Please make note of these meeting dates and check your email regularly for any updates.

There are additional opportunities for student reps to sit on the EDI Strategy board (Equality, Diversity and Inclusion) and the Safeguarding board with Principals hip. Students who join these boards represent the student voice and are expected to give valid opinions that reflect the student voice.

PROGRAMME COMMITTEE

This is a formal meeting arranged by the Academic Services Team of your department. These meetings, chaired by management, occur twice yearly and is an opportunity to meet with Heads of Department, tutors, management and representatives of your accrediting board (eg MMU, Sheffield Hallum etc.) to talk about curriculum issues in your Department.

STUDENT-STAFF LIAISON MEETING (SSLM)

This is an informal meeting arranged by your curriculum team specifically to reflect on and discuss your course. SSLM's happen twice every year and give students an opportunity to chat to tutors and department leads to address any issues around the campus or curriculum. These meetings are chaired by tutors.

PROGRAMME COMMITTEE PROCESS

Programme Committees should aim to focus around teaching, learning and assessment practices, as well as the academic experience, so we may work collaboratively to maximise student satisfaction and success, as well as share good practice.

Follow this process to raise issues and to reward or recognise good practice. Research has proven that students are often best placed to offer solutions, suggestions and ways forward.

1

RAISE ANY ISSUES AND CONCERNS AT YOUR STUDENT/STAFF LIAISON MEETING (SSLM)

It is the Chair's responsibility to communicate the next steps with the relevant Student Rep during the meeting, i.e. whether it is resolved or will be progressed to stage 2.

Note: I.T. problems can be raised directly by students to the I.T. Service Desk Email: ITSupport@LTEGroup.co.uk (put logcall as subject header) Student Rep social media

2

ANY UNRESOLVED CURRICULUM ISSUES ARE TAKEN TO THE PROGRAMME COMMITTEE

If the SSLM Chair is unable to resolve the issue or share good practice, they will raise it at the Programme Committee. Together, a resolution should be sought by evaluating student opinion proactively. It is the Programme Committee Chair's responsibility to communicate a level of feedback within 10 working days to the relevant student rep and to the academic services team, by updating the actions log. Some issues can be resolved in this time, however, others may need to be considered more formally (see stage 3). Welfare support etc.

3

OPTION A: Quality Improvement Plans (QIPS) + Continuous Monitoring

Issue/good practice escalated to Head of Department or Head of Service for improvement/enhancement purposes and embedded in the QIP.

OPTION B: UCEN Manchester business planning process + Investment/Resource Approved

Issue/good practice requires funding and/or resources, therefore costed into business planning for the following academic year by Head of Department/Head of Service.



STUDENT SURVEY PLAN

Surveys are used to gather feedback to influence and improve the teaching, learning and assessment experience at UCEN Manchester.

LEVELS	SURVEY TYPE	DATES
4	Induction - about your pre-enrolment, enrolment and induction process	4-18th oct
	Module Evaluations*	6 Dec - HoD*
4/5	Pearson BTEC Higher National students (HNC/D)	Spring term
5	Student Experience Survey about your overall student experience for the duration of your programme	18th October - 5th Nov
	Module Evaluations*	6 Dec- HoD*
	National Student Survey (NSS)	10 Jan - 28th Feb
	Graduate Outcome Survey	15 months after course completion
6	Student Experience Survey about your overall student experience for the duration of your programme	18th October - 5th Nov
	Module Evaluations*	6 Dec- HoD*
	National Student Survey (NSS)	10 Jan - 28th Feb
	Graduate Outcome Survey	15 months after course completion

Access and complete surveys via Student Hub.
Find out more about dates, eligibility and how surveys are used via [the website](#).

*Detailed survey about the teaching, learning and assessment experience of each module/unit. The closing date for each is agreed with the Head of Department (HoD), following programme assessment period.

RESPONSIBILITIES

Responsibilities

Before your one-to-one session, prepare the discussion so you don't miss anything:

- Represent your fellow students, positively and with integrity and professionalism.
- Assist in making decisions that involve consultation and collaboration in order to enhance the student experience.
- Make yourself known, visible and available to the group of students you represent.
- Gather the views and opinions of a wide range of students.
- Be a point of contact for students on issues relating to your course and facilities.
- Feedback to students about the difference you have made and the improvements you have brought to the student experience.
- Develop your skills and knowledge to support the role and attend and engage with relevant training.
- Attend a range of meetings and events to represent the student body.
- Work with staff to identify and resolve issues which may arise from these Meetings.
- Join the student rep social media group to keep informed. [facebook.com/groups/ucenmcrstudentreps](https://www.facebook.com/groups/ucenmcrstudentreps)

General Committee Conduct

Student Reps embrace and enjoy the experience as much as possible! It is a fantastic opportunity to put yourself forward and practice your employability skills, in a safe and secure environment with a high level of professionalism, sensitivity and diplomacy.

Expectations

Once Student Reps are fully trained they may implement their training by gathering peers thoughts and opinions, making time for regular consultation to help improve the experience of all UCEN Manchester students. Reps are expected to attend 2 out of 3 rep meetings with the Student Voice Coordinator to receive a certificate. If you cannot attend a Rep meeting, please make sure you notify the Student Voice Coordinator in advance to ensure you still receive a certificate.

Rewards and Recognition

Student Reps meet in collaboration with UCEN Manchester and the Students' Union. All Reps will receive a hoodie, and those who attend 2 or more meetings with the Student Voice Coordinator will receive a certificate.

For the full role profile please speak to your course tutor or email jroberts@ucenmanchester.ac.uk

LADDER OF ENGAGEMENT

Our ladder of engagement demonstrates the way we foster a sense of belonging and student ownership

INFORMING

We will keep you informed about ways to participate in the organisation from academic matters to the wider student experience.

CONSULTING

Together we will seek and evaluate student views and provide feedback on any decisions taken.

INVOLVING

Working closely together, we'll make sure that all views are understood and taken into account and that students jointly problem solve with us, in order to seek positive solutions and outcomes.

COLLABORATING

All aspects of decision-making are done in partnership with students. All parties sign up to a common goal and share a determination to reach it. We would expect that students co-create this common goal and determination to reach this through an open and honest dialogue.

EMPOWERING

We intend to work together with students to develop or extend your knowledge, skills and abilities through reflective and creative thinking. We will set the agenda for change and have joint responsibility for the continuous development of the student experience.



CLOSING THE FEEDBACK LOOP

Follow this process to raise concerns, reward or recognise good practice concerning academic and support staff, programmes, campus or facilities, in order to maintain an efficient staff-student feedback cycle. Research has proven that students are often best placed to offer solutions, suggestions and ways forward.

1

SPEAK TO YOUR PERSONAL TUTOR

Your personal tutor will work with you to resolve concerns and pass on any positive recognition. Comments can be raised by an individual, or by student reps. It is your personal tutor's and/or student reps responsibility to communicate feedback within 10 working days

Note: I.T. problems can be raised directly by students to the I.T. Service Desk Email:
itsupport@ltegroup.co.uk

2

STUDENT ADVOCATE INFORMATION

If the department are not providing any form of feedback on a resolution in progress, then UCEN Manchester students should contact their student rep. Student reps may contact Student Voice Coordinator or the Students' Union for additional support.

Note: Head of Department will be re-contacted, to confirm what processes have been put in place since stage 1.

3

PERSONAL TUTOR INVOLVES HEAD OF DEPARTMENT

If your personal tutor is unable to resolve the issue, they will raise it with the Head of Department. Together, a resolution should be sought by evaluating student opinion proactively. It is your Head of Department's responsibility to communicate feedback within 10 working days.

Note: All Heads of Department are aware of the correct places to signpost students to regarding I.T. Services, Facilities Management, Safeguarding, Careers, Advice, Welfare support etc.

4

CONTACT THE DIRECTOR OF STUDENT EXPERIENCE AND ENGAGEMENT

As a final resort, the Director of Student Engagement and Student Experience, Wendy Pennington, will support on all matters not dealt with effectively. The student voice is an effective tool for collaborative empowerment. It is the Director's responsibility to feedback within 10 working days at the final stage.
wpennington@ucenmanchester.ac.uk

Note: This should be the final stage for the most effective productivity.

SUPPORT AND USEFUL INFORMATION

For further details about becoming a student rep and the support available, please speak to your course tutor.

If you have any questions, feedback or comments, drop us an email at:
jroberts@ucenmanchester.ac.uk

For more information on student reps and student engagements we recommend the following:

Students' Union
SU@ucenmanchester.ac.uk

National Union of Students (NUS)

NUS is the national voice of students helping them to campaign, get cheap student discounts and provide advice on living student life to the full.

nus.org.uk

The Student Engagement Partnership (TSEP)

TSEP enhances student engagement policy and practice across England in the higher education sector.

tsep.org.uk



STUDENT REP TOP TIPS

Build up a habit of asking how everyone is, make your presence known so that it is more comfortable for anyone to approach you even if they don't know you well.

- It might help to start with positives, "it's great that we have these computers isn't it" and one student might disagree, or point out that one was never fixed...
- Remember conversations and listen well, you may remember an issue that came up and now you can ask them if they want it to be mentioned in a rep meeting.
- You are also a student, you might have thought of an issue, ask them if it's a problem for them too.
- Offer different ways to communicate with you, remind them of your email maybe or encourage them to message you on teams. Remember to use your virtual environment that we find ourselves in, it can actually help people interact, you just need to encourage it.
- Refer to your Student Handbook and/or your Student Rep Handbook first and foremost.
- Your first point of call is your Personal Tutor – can they fix the issue?
- IT/printer issues can be reported directly via Student Hub or via library staff.
- Chase staff on feedback and hold them accountable if they haven't responded. Even if the suggestion cannot be implemented, you should be told why.
- Take note of the meeting dates and if you cannot attend, let Sheri know. (online until further notice)
- Take part in surveys and encourage your class to also – this is your chance!
- Have a look at the feedback template. This will be helpful when gathering feedback from your class.
- Follow the Microsoft Teams/ Facebook Group – announcements, tips and relevant opportunities will be posted on there.



UCEN Manchester is committed to equality of opportunity, non-discriminatory practices and supporting individual students.

This information is also available in a range of formats, such as large print, on request.

   join us at **ucenmcr**

