

Staff Guide to Academic Representation



**Sheffield
Hallam
University**

2019
SHEFFIELD
HALLAM
STUDENTS'
UNION 20

We’re pleased to introduce this guide to working with student representatives, and are very grateful to the Student Union Academic Representation team for all the work they have put into it. We hope that you find it a useful source of information.

The University and the Students’ Union both share responsibility for making sure formal student representation works effectively, and for making the processes and governance structures clear. This guide explains the staff role in recruiting and supporting student representatives, and how to give them recognition for the work they are doing as volunteers.

At Sheffield Hallam, we have a Student Voice Framework which emphasises the importance of students’ relationships with the staff that teach and support them and with the other students on their course. These trusting and meaningful relationships enable Sheffield Hallam to promote a community of collaboration between staff and students, and for this, we need dialogue. Student representation is one way in which we can all facilitate dialogue and ensure that students are able to make a positive and demonstrable impact on both the University and the Student Union.

The Students’ Union Academic Representation team are always willing to help support student representatives, but they will answer staff questions too. We’d encourage you to invite them to come along to departmental meetings to make contact with relevant staff groups. The Directorate of Student Engagement, Evaluation (STEER) and Research can also help support and develop staff who work on student voice activities including representation, so please don’t hesitate to get in touch with us if you have any queries (steer@shu.ac.uk).

We also maintain the Working With Student Reps online resource to help with frequently asked questions (<https://blogs.shu.ac.uk/studentreps/>) so do take a look and share your good ideas with us so that we can promote them to others.

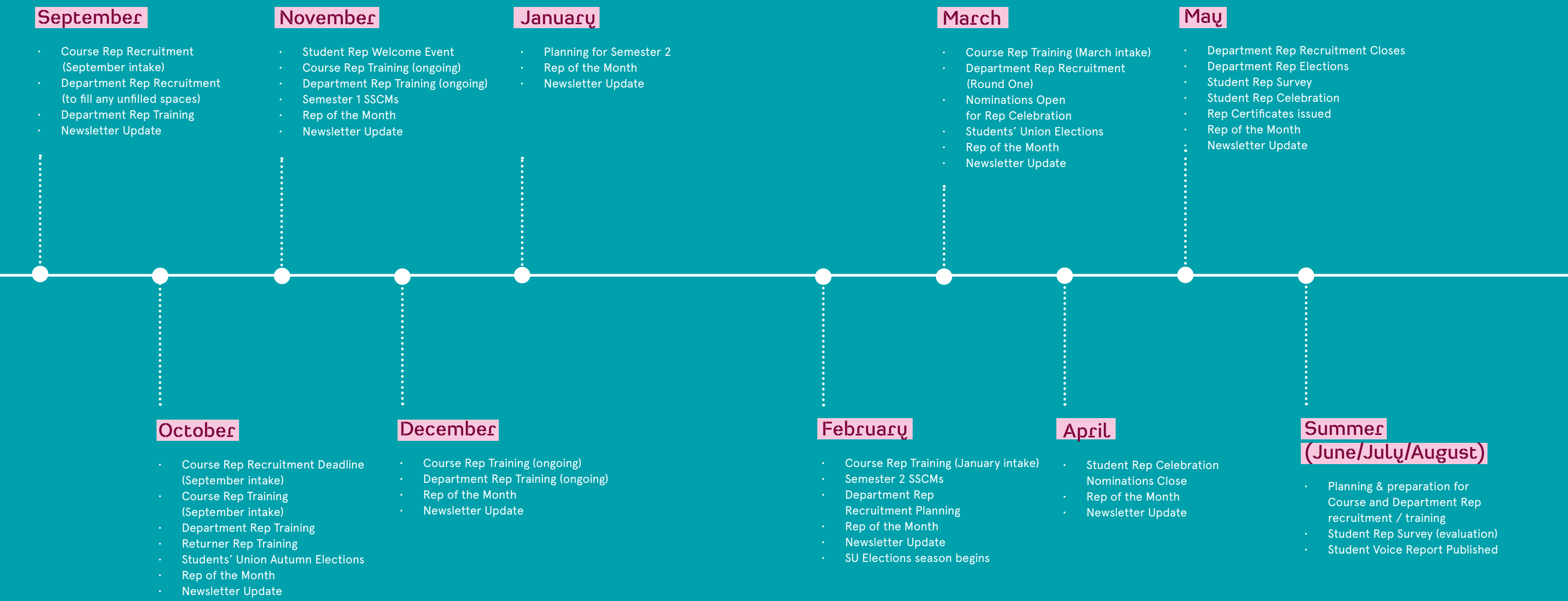
We look forward to working with all the student representatives, their staff teams, and the Students’ Union this coming academic year.

With best wishes,
Dr Neil McKay (Dean of Students)
Dr Jill LeBihan (Head of Student Engagement)

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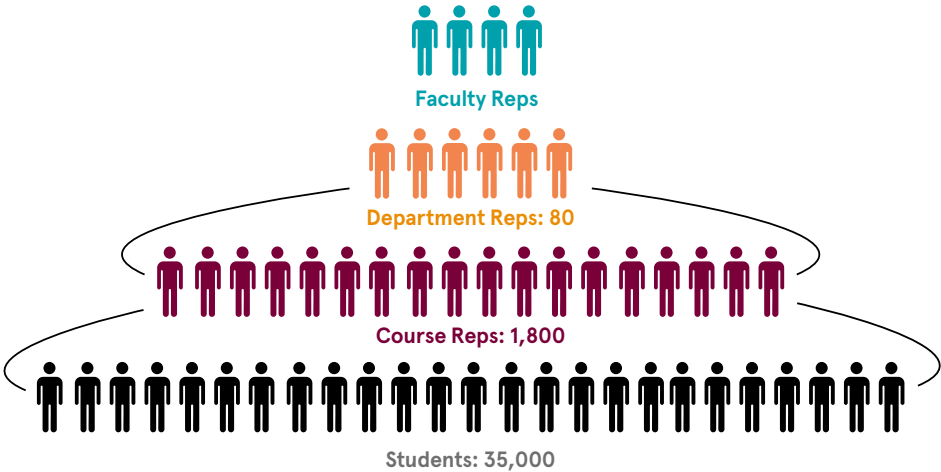
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2019/20 Timeline



Welcome to the SHU Staff Guide to Academic Representation. This guide has been produced by the Academic Representation Team in the Students’ Union as a tool to help you recruit, support and develop your student representatives. We are hoping this guide will serve as a useful point of reference throughout the year to enhance communication with Student Reps and to enable an effective, partnership approach to student representation at Hallam.

The Student Rep System

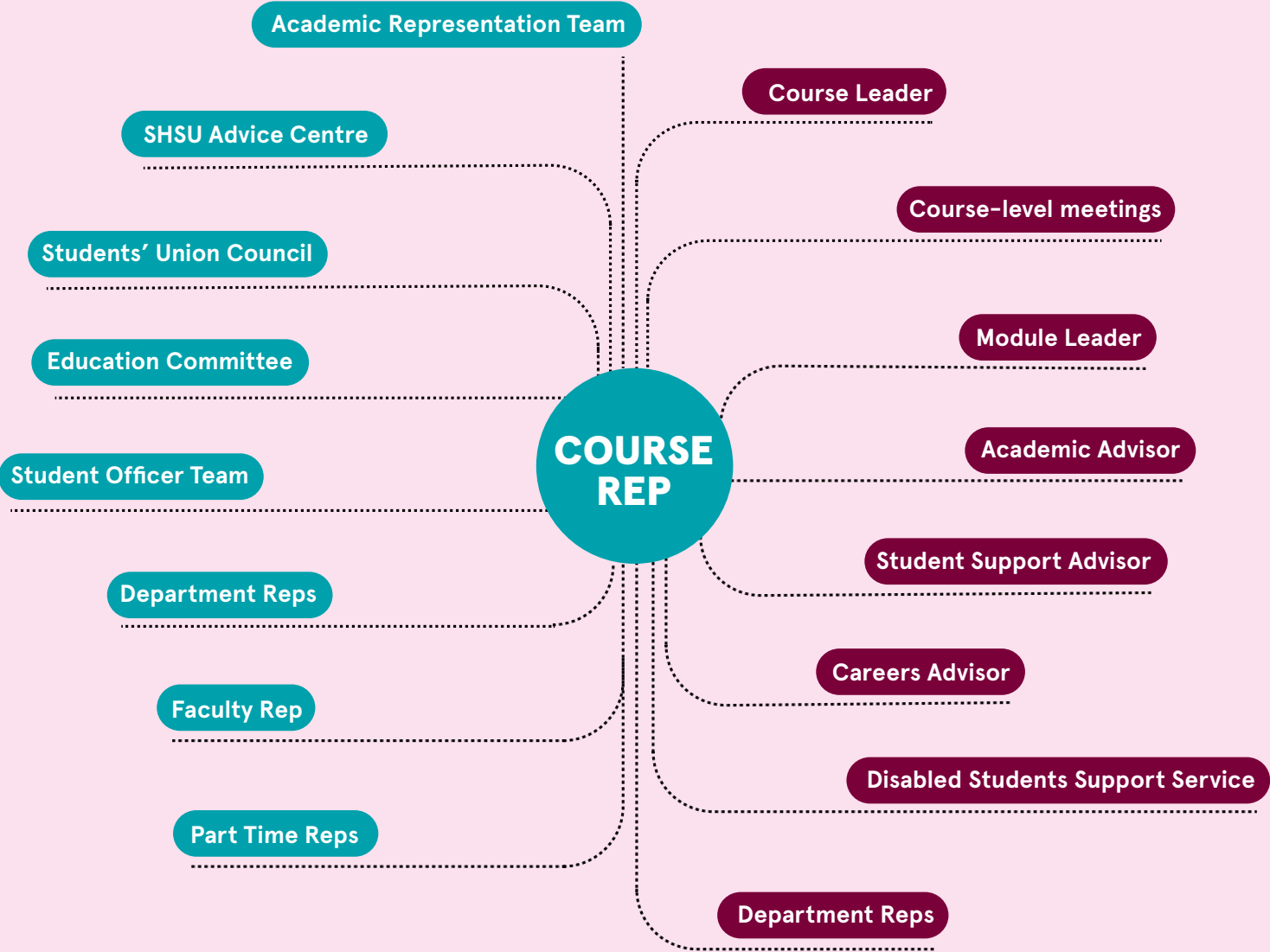


Key contacts and resources for Reps at Sheffield Hallam

The opposite diagram is a key infographic used to demonstrate to Reps the range of places they can take their feedback and most suitable places to signpost students.

Sheffield Hallam Students’ Union

Sheffield Hallam University



Sheffield Hallam University

Student Voice Principles

With these principles, we should be able to:

- Map student voice opportunities across the institution.
- Promote student voice opportunities to students.
- Discuss and strengthen the relationship between the University and Students' Union
- Work together on quality enhancement.
- Evaluate the quality and impact of student voice opportunities

(Adapted from sparqs SPA poster 2016)

Defining and working with student voices at Sheffield Hallam University.

At Sheffield Hallam, positive student experiences depend on the quality and strength of their relationships with staff that teach and support them and with the students in their community. These trusting and meaningful relationships enable Sheffield Hallam to promote a community of collaboration between staff and students.

The objectives of gathering student voices are:

1) to assure the quality of learning and teaching, and of student services; 2) to enhance the student experience; 3) to ensure 'agile listening' to students.

Regular:

Student voice activities should be undertaken regularly to make a positive and demonstrable impact on the student experience at Hallam. Students should be encouraged to lead and participate in student voice activities and contribute their opinions on all aspects of the student journey.

Responsive:

Actions taken in response to the student voice must be communicated clearly, effectively and in a timely manner to reassure students that they are being listened to.

Accessible:

Methods of obtaining the student voice should be accessible for all students, regardless of their location, mode of study etc. and offer multiple opportunities for students' voices to be heard.

Ethical:

Student voice activities must be conducted within strict ethical guidelines, including data integrity, confidentiality and anonymity of respondents. Students must be informed of the purpose of the SV activity and how results will be communicated.

Inclusive:

Student voice should promote the values and respect the views of all members of the Hallam community.

Formal and Informal:

The University and the Students' Union have responsibility for making formal student representation mechanisms and governance structures clear. However, this set of principles recognises that representation is only one of many dimensions to student voice activity.

Role descriptions

Course Rep Role Description

Overview

Working with the University and Students' Union, Course Reps represent the student voice by raising issues with staff, making suggestions for improvements and help make positive changes in their course.

Course Rep Responsibilities...

- Gather positive and negative feedback from students on their course.
- Communicate what students think to University staff.
- Participate in relevant meetings, discussions and decision-making processes.
- Report back to fellow students about staff responses/changes made.
- Keep the Students' Union and Department Reps up to date on their progress.

Both the Students' Union and University provide support to Course Reps. Below is an overview of the types of support each provide.

The Students' Union will...

- Provide initial training to help Reps get the most out of their role.
- Provide additional training opportunities to help Reps develop.
- Provide resources to support Course Reps including the Course Rep Handbook and online Rep Resources Hub.
- Be on hand to support Reps throughout their time in the role.
- Report Rep feedback to the Education Officer to ensure further action is taken if needed.

The University will...

- Provide information about meetings, dates, times and venues well in advance.
- Provide documentation when relevant, such as the agenda and minutes for meetings.
- Direct Reps to the right member of staff to help tackle their issue.
- Take Rep feedback seriously.

Course Rep Milestones

1

Attendance at initial Course Rep training session.

2

Attendance at or input to* one Staff Student Committee Meeting (or equivalent) in Semester 1.

3

Attendance at or input to* one Staff Student Committee Meeting (or equivalent) in Semester 2.

**if a Rep cannot attend, they must let staff know and send on feedback that they would like raised.*

Department Rep Role Description

Overview

Working with the University and Students’ Union, Department Reps represent the student voice by raising issues with staff, making suggestions for improvements and helping to make positive change in their department.

Department Reps will...

- Proactively work as a Department Rep team to gather feedback from Course Reps to gain an overview of issues across the whole department.
- Meet regularly with senior staff in department to discuss departmental issues and feedback to Course Reps on the progress of issues raised.
- Represent students in an official capacity on Department Boards.
- Be involved in a range of projects designed to improve the student experience.

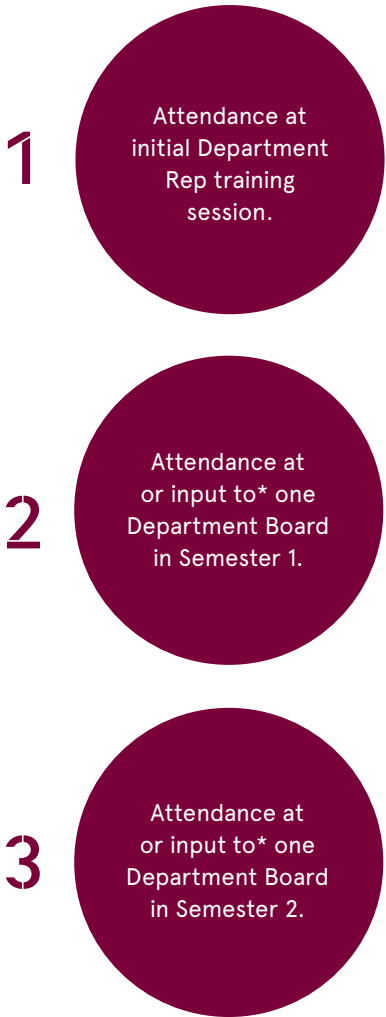
Department Reps can expect...

- Initial training and ongoing 1-1 support provided by the Academic Representation Team in the Students’ Union.
- Support from staff in the department throughout the year and regular, informal opportunities to raise their feedback.
- Expertise around campaigning, research and representation from Students’ Union staff to help Department Reps make the most of their role.
- For feedback around the Department Rep experience to be listened to and, where possible, acted upon by the University and the Students’ Union.
- For their role as a volunteer to be respected; they shouldn’t be asked to undertake any activity that borders on a paid role and they are free to say no to extra requests that are made of them.

Department Reps will have the opportunity to...

- Receive a Department Rep certificate in recognition of their contributions on achievement of the three Department Rep ‘milestones’ (initial training and input to/attendance at two Department Boards)
- Take part in the Hallam Award
- Take part in the Students’ Union Leadership Programme
- Get involved with wider initiatives to improve the student experience such as working with the Education Officer on campaigns, attending additional University meetings/boards and participating in the Students’ Union Education Committee.

Department Rep Milestones



**if a Rep cannot attend, they must let staff know and send on feedback that they would like raised.*

Faculty Reps Role Description

Overview:

Faculty Academic Reps represent all students within their faculty, being their voice at senior meetings and working to improve their student experience.

- Attend and engage in discussion at key Students’ Union and University meetings (approx. 2 hours per month)

Key responsibilities:

- Attending the Students’ Union Council, Campaigns Development Committee and Education Committee meetings.
- Supporting the Education Officer to gather and represent the views and opinions of the students within their faculty.
- Work in partnership with fellow elected representatives, the officer team, staff members and students (in an organised or individual capacity) to ensure that Sheffield Hallam Students’ Union meets the needs of the faculty.
- Be an ambassador for Sheffield Hallam Students’ Union, safeguarding its reputation and values.

As a Faculty Rep you will:

- Receive full training to enable you to perform the role to the best of your ability.
- Get ongoing support and guidance from a dedicated Students’ Union staff team.
- Gain leadership and communication skills.
- Have access to opportunities for personal development such as conferences, events and leadership awards.
- Get experience of negotiation and problem-solving in a professional setting.
- Boost your CV with a wide range of experiences and skills development.

To be a Faculty Rep, students will need to:

- Be currently studying a course within the faculty you want to represent.
- Be passionate about student representation.
- Be willing to listen to your fellow students and work to implement the change they want to see.

Recruitment

Course Rep Recruitment

Course Leaders should aim to recruit approximately three Course Reps per year for each course. This is flexible depending on the course size – if a course has a larger cohort, more Reps can be recruited. For very small courses, three Reps may not be needed.

1) All students should be informed of the role and responsibilities of a Course Rep, how the recruitment process works, how to nominate themselves and the time limit for nominations.

2) All students should have the opportunity to volunteer for the role. Course Leaders should invite students to nominate themselves.

3) If more students volunteer than required, elections should be held so that students can choose who represents them. Elections can be held in class or online via the Students' Union website, but they should follow the principle of a secret ballot. The Students' Union can provide guidelines on holding fair and inclusive elections.

4) Then you'll have your Course Rep/s! Remember: Recruiting more than one Course Rep means you are at less risk of having no Reps if one decides to resign their post, or gets busy during the year. They can also work together to split the workload!

Struggling to recruit?

If you are struggling to recruit Course Reps, or you believe the Rep system is not suitable for your type of course, please get in touch with the Academic Representation team to for support or to discuss alternative ideas. It is a requirement that there are mechanisms in place for gathering the student voice and we recommend these remain student-led, but if you have ideas for alternative arrangements, please do let us know.

When recruiting, tell students what they'll gain from the role:

The top skills Reps say they have developed through their role on the Hallam Award last year include: teamwork, problem solving, negotiation, leadership, public speaking, organisation, feedback and communication.

Department Rep Recruitment

Before recruitment...

Departmental Staff Responsibilities:

- Head of Department, Deputy Head of Department and Department manager set the number and spread (from which subject groups) of Department Reps they want by agreed deadline
- Encourage staff to suggest students they think would be great Department Reps

Students' Union Responsibilities:

- Agree a suitable spread of Reps with the department
- Create promotional materials and communicate to students
- Liaise with interested students
- Encourage existing Department Reps to reapply for their role for the following academic year.

Recruitment Process

Students register their interest at www.hallamstudentsunion.com/becomearep by submitting their details and a short 'expression of interest'.

Their details are then collated and put into a spreadsheet that is shared with the University.

If the role is oversubscribed, the Department will be contacted to ask for a final decision on whether to accept all interested students, or whether an election should be held.

Initial training

Department Reps will be invited to an initial induction training session, run by the Students' Union with support from Faculty staff, to prepare them for their role. As with Course Reps, they must attend either this training or a 1-to-1 training session with Students' Union staff before they are officially confirmed in their role.

Faculty Rep Recruitment Process

Faculty Reps are elected by students within their specific faculty in an election run by the Students' Union each spring. They are elected for a one year term, which covers the academic year following their election, during which they must be a current student. (This means that final year students are ineligible to run for Faculty Rep positions.)

Nominations open for the positions a month or two before the election itself, and students must submit their candidacy before a set deadline in order to take part. Support is offered from the Students' Union to help students decide if the role is right for them, and to explain the elections process. After nominations close, there is a week-long voting period, where students vote for their preferred candidates. After the winner is announced, they are provided with training and ongoing support from the Students' Union to help them fulfil the role effectively.

For any position that is unsuccessfully filled in spring, a by-election is held in October.

Milestones

The Students' Union and University have agreed a set of three 'milestones' which Reps must achieve to receive acknowledgement for their work at the end of the year (more about this acknowledgment on page 25).

Who logs these milestones and where?

Course Rep milestones are logged by the University on SITS.

- Department Rep milestones are jointly logged on a shared spreadsheet securely stored on OneDrive. The Students' Union logs the initial training milestones and staff coordinating Department Rep attendance at Department Boards log the other two milestones. If you need access to this spreadsheet, please email studentreps@shu.ac.uk.

Course Rep Milestones

- 1 Attendance at initial Course Rep training session.
- 2 Attendance at or input to* one Staff Student Committee Meeting (or equivalent) in Semester 1.
- 3 Attendance at or input to* one Staff Student Committee Meeting (or equivalent) in Semester 2.
*if a Rep cannot attend, they must let staff know and send on feedback that they would like raised.

How to log milestones on SITS

The inputting of Student Rep data and the recording of milestones, and completion or withdrawal, is done via SITS Online (previously My Student Record), in the section called 'Progression and Awards' (previously 'Extra-curricular achievement').

Take a look at the guide below for more information: <https://blogs.shu.ac.uk/studentreps/files/2016/09/STA8-Extra-Curricular-Student-Achievement-Data-V1.pdf>

Department Rep Milestones

- 1 Attendance at initial Department Rep training session (logged by SHSU).
- 2 Attendance at or input to* one Department Board in Semester 1.
- 3 Attendance at or input to* one Department Board in Semester 2.
*if a Rep cannot attend, they must let staff know and send on feedback that they would like raised.



The Students' Union

Academic Representation Team

The Academic Representation Team at the SU supports the delivery of the student representation system across Hallam.

Key responsibilities:

- Providing information, resources and training to enable staff to effectively work with Reps.
- Planing and delivering Rep Training in partnership with SHU staff.
- Creating branding/resources for the Student Representation system, including promotional materials, training resources and branding.
- Supporting Reps throughout their role including 1-1 guidance sessions and informative newsletters detailing additional training/opportunities.
- Working with University staff on the strategic development of the Rep System at SHU,
- Running a programme of reward and recognition for Reps including the Rep of the Month scheme, letters of recognition and celebration event.
- Supporting Reps to plan campaigns, research and events.



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Opportunities on offer...

We offer a wide range of skills development and training opportunities at the Students' Union. We tell Reps about these during initial training sessions and provide them with updates throughout the year, as and when opportunities arise. We have highlighted the key opportunities below.

Skills & Training

Our Skills and Training team offer a broad range of skills & training opportunities, including the Hallam Award, the Leadership Programme and one-off skills workshops. They also work alongside SHU staff to provide tailored support and training for students. Contact them at skillsandtraining@shu.ac.uk or find out more below.

Hallam Award

A personal development toolkit that helps students' to reflect on their experiences and to articulate the transferable skills they have gained through extra-curricular activities during their time at Hallam.

Leadership Programme

A great opportunity open to Department Reps, which helps them to enhance their leadership and employability skills, work more effectively in teams, and build a greater understanding of how to make an impact in their present roles and in their future career.

Life Skills Programme

A range of stand-alone workshops are offered throughout the year, for a free or low-cost price. These are open to all Hallam students and are offered on a first come, first serve basis. They cover topics such as team building, conflict resolution and management skills as well as opportunities for learning Makaton, active listening skills, digital skills and first aid training.

Volunteering

Our Volunteering Team provide students' a range of volunteer opportunities throughout the year, from one-off volunteering events to student-led projects, partnering with Voluntary Action Sheffield (VAS) to provide a comprehensive range of opportunities in the local community. Contact them at volunteering@shu.ac.uk.

Societies

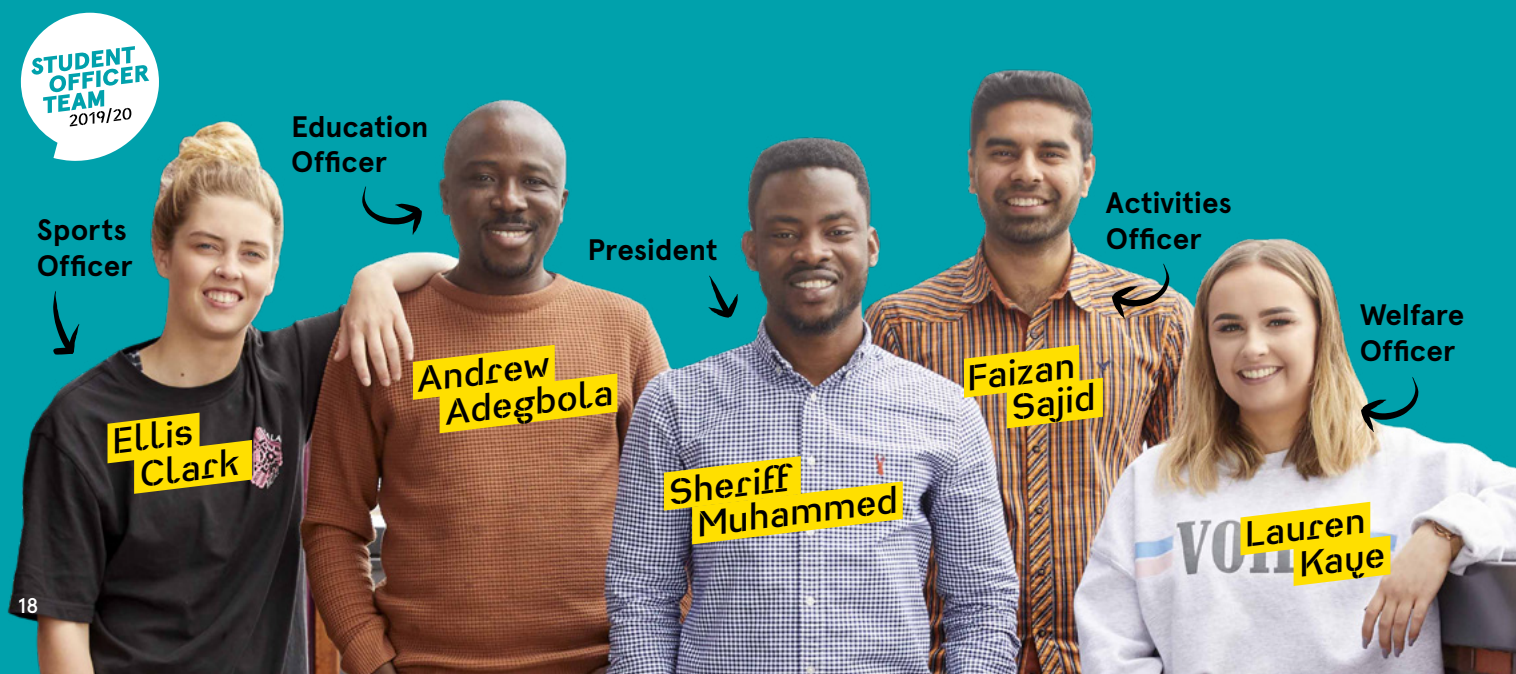
With over 100 student-led societies, there are lots of opportunities for students to volunteer on a committee and gain a whole range of skills! You can view a full list of societies here, or alternatively you can email our societies team at activitiesadmin@shu.ac.uk for more info.

Student Officers & Democracy

The Students' Union is run by students, for students, and Course & Department Reps are included in this wider team of Student Representatives at Sheffield Hallam.

Student Officer Team

Leading the way with student representation is the Student Officer Team. As previous or current Hallam students, the officers are elected into their role each year by Hallam students in a cross-campus election. They dedicate a year, working paid full-time to represent the student voice, both at Sheffield Hallam and nationally; running campaigns, hosting events and sitting on University boards and committees.



Part Time Reps 2019/20

Our team of Part Time Reps are also elected each year by Hallam students. These are voluntary positions held by current Hallam students and cover a range of key areas and student demographics / groups including faculty representation, postgraduate, mature students, LGBT+ students, international students, disabled students and women students.

Faculty Academic Reps make up part of our Part Time Rep team and focusing on feeding back the student voice at a faculty level; attending faculty level meetings and boards to ensure students are represented at a senior level. They also work alongside the Education Officer to do wider campaigning on behalf of Hallam students.

This year, we have four Faculty Academic Reps:

- Health & Wellbeing (HWB) Faculty Rep
- Sheffield Business School (SBS) Faculty Rep
- Social Sciences & Humanities (SSH) Faculty Rep
- Science, Technology & Arts (STA) Faculty Rep

Facilitating Feedback

Below is a range of information we provide to Reps on gathering, handling and relaying feedback.

Methods

There are a wide range of methods Reps can use to gather feedback and they have the freedom to choose which they would prefer to use. However, we do encourage Reps to use a couple of different methods in order to catch a wide range of students.

Some of these include:

- Surveys
- Face-to-face
- Feedback boxes
- Social media
- Email

Previous feedback from Reps suggests that it's really helpful if you build time into the academic timetable for them to collect student feedback - it can be hard job otherwise! This also ensures Reps get feedback from a wider cohort of students which in turn means they can be more representative of the student voice.

Top tips for Reps!

Keep it anonymous: It is important to keep all student feedback anonymous when synthesising and relaying feedback to staff unless you have explicitly got a student's permission to mention their name.

Be balanced: Provide positive feedback as well as negative - it's important staff know what you really value about your course to ensure those aspects are continued or expanded where possible!

Be accurate: Ensure the feedback is an accurate reflection of how students feel. Provide specifics where possible, i.e. how many students is this issue affecting?

Be an active listener: Listen carefully to the students' feedback, and try to accurately represent their point of view, whether you agree with it or not. Ask questions where appropriate to ensure you have understood their feedback, and to gather as much evidence and information as possible.

Feedback in real time: Decide whether you should raise the feedback to a member of staff as soon as possible, or whether it is ok to wait until your next SSCM or feedback meeting with your Course Leader.

Be constructive: Be solution-oriented and propose potential solutions to staff where possible.

Know the limits of your role: Remember, it is not your responsibility to take on individual or personal student issues. If you ever unsure how to handle an issue or feel it may be outside of your remit as a Course Rep, make sure you seek help from either the SU Academic Representation Team or your Course Leader.

Topics

Giving suggestions on what topics Reps could collect feedback on can help give some direction and prompt more student feedback! Here are a few examples:

Curriculum

- How relevant is the content to potential further study?
- Is it preparing you for future employment?
- Are the learning outcomes being met?

Learning and Resources

- Is there a fair balance between self-study, lecturers, seminars and lab/workshop sessions?
- Are core texts easily available?
- What teaching methods would you find most useful?
- What is the standard of handouts given?

Assessment and Feedback

- Is enough relevant information given on plagiarism?
- Is there a fair divide between exams and coursework?
- Do you understand the criteria for assessment and methods used?
- What feedback do you receive? Is it in a timely manner, effective and useful?

Teaching and Learning

- Should there be more lectures, labs or tutorials?
- Are the size of the seminars and lectures appropriate?
- Is the quality acceptable?
- Do you have enough regular contact with academics?

Student Support

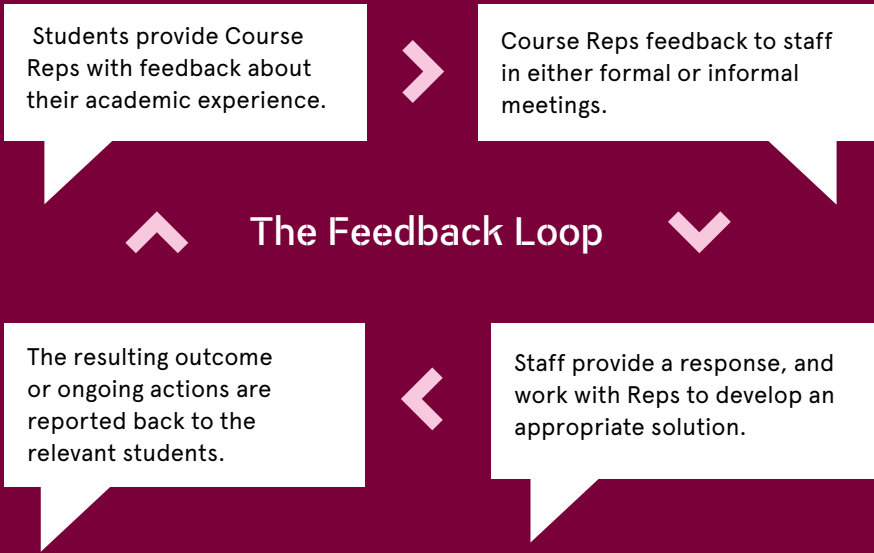
- Do students know staff well enough to feel comfortable approaching them?
- Do students feel well supported?
- Do students understand the different support systems on offer?

Quality and Standards

- Is student feedback acted upon?

The Feedback Loop

As a member of staff at Hallam, you may hear the phrase ‘closing the feedback loop’, but what is the feedback loop and how do we close it?



What is closing the feedback loop?

Closing the feedback loop means ensuring students are informed of an action/outcome from a discussion or meeting (including SSCMs) where student feedback was raised – particularly those who raised the initial feedback or those who will be affected. This could include a positive change that will be implemented, or a considered response as to why something cannot happen.

Who is responsible for closing the feedback loop?

- a) Staff involved in administrating SSCMs & academic staff involved in conversations with Reps
- b) Reps are informed about the idea of the feedback and their role in supporting this process. However, as Reps are volunteers with a range of responsibilities and commitments (including their studies), it’s important that staff ensure there are mechanisms in place to ‘close the loop’ without solely relying on their Reps.

Tips

- Always ensure Staff-Student Committee Meeting minutes are easily accessible through Blackboard and circulated via email as soon as possible after the meeting.
- Consider whether there is a physical space in your department staff responses to student feedback could be shared.
- Use social media (you may need your Reps help if you don’t have access to these groups!).
- Support your Reps to feedback creatively to their cohort, whether this is through screencasts, creating a short video or creating a newsletter for their course. Talk through their options with them and see which they would be willing to do -- the more freedom you give them the more likely it is they’ll consistently do it!
- Report back during lectures – many academics build time into their academic timetable to provide responses to student feedback.
- Even if you cannot act on the student feedback, provide an honest, thorough explanation as to why this is and consider ways of moving forward.

Formal Meetings

It is essential for every course, as part of the University governance, to have a formal mechanism for capturing student feedback; whether this is in the format of a Staff Student Committee Meeting (SSCM) or an alternative formal feedback mechanism. Most courses will choose to have two SSCMs per academic year, but some may hold more regular feedback sessions.

Tips for SSCMs:

- 1

Set the SSCM date early on: This is best set as early as possible to try and maximise attendance. The more notice we give people the more likely they are able to attend. In an ideal world students would be notified of their meeting dates in training/induction.
- 2

Channel feedback upwards: Students may give feedback unrelated to academic aspects of their course. This might be frustrating, but for students the distinction isn't always clear! Instead of telling students "that's nothing to do with us", it's important to channel their feedback. This could be providing relevant contact details or advocating for students through negotiating with the relevant directorate on their behalf. For example, the Students' Union negotiated with facilities to ensure students could use their feedback form to log issues with the building/technology in Charles St.
- 3

Facilitate Reps chairing SSCMs: Department Reps can be given the opportunity to chair SSCMs, which is something that they will have been briefed on in their training. An effective way to prepare your Department Reps to chair effectively is to have them shadow an experienced chair who is willing to talk through the whole process with them. This aims to allow the meeting to be student-led, which may lead to more honest feedback being given.
- 4

Fill out action logs: It is essential that SSCMs remain action focused, so if you haven't already, consider moving towards an action log format for minuting. We are working with certain faculties to trial moving these towards being stored on SharePoint, meaning there is one 'live' version of the document that can be updated as actions progress. The action-focused layout will hopefully work towards increasing clarity and accountability - leading
- 5

to an easier closing of the feedback loop and a more meaningful capture of the impact of student voice. Action logs can be filled out in the meeting, so everyone knows what actions they are responsible for and agree on a timeframe for completion.
- 6

Arrange informal Rep catch ups: Meet with your Reps early on and arrange to meet with them informally alongside SSCMs to develop a working relationship and to support feedback being shared in real time. We have seen examples of staff meeting their Reps over coffee for an informal chat. This allows you to start conversations in an informal environment and will help Reps to see you as both approachable and willing to genuinely listen to their feedback.

Informal Meetings

Due to the far-spread nature of Student Staff Committee Meetings, it is recommended that staff try to have at least two additional informal meetings with Reps throughout the year. Take them for a coffee or a chat!

Why are these so important?

Building your relationship

- Let your Reps know you're friendly and approachable.
- Nip issues in the bud early; don't wait for the big meetings!
- Agree expectations at the start of the year - for both yourself and your Rep.
- Give Reps an opportunity to ask you any questions they have about the role.

Lend a hand

- Increase visibility; make sure all students in your cohort are aware of the Rep System and know who their Rep is!
- It's not always easy to collect feedback - support your Reps by allocating time in a lecture each semester for Reps to collect feedback.

Volunteer Rights

Reps are volunteers. As such, they have volunteer rights.

Reps have the right to:

Reps have the responsibility to:

- | | |
|--|---|
| <ul style="list-style-type: none">• Have support from a member of staff at SHSU and a named contact within the University. | <ul style="list-style-type: none">• Be reliable, committed and complete work they have agreed to do within reasonable, agreed deadlines. |
| <ul style="list-style-type: none">• Receive an induction and on-going training. | <ul style="list-style-type: none">• Keep up regular communication with involved staff. |
| <ul style="list-style-type: none">• Personal development opportunities. | <ul style="list-style-type: none">• Develop the skills needed in your role. |
| <ul style="list-style-type: none">• To receive up to date information about our activities. | <ul style="list-style-type: none">• Inform a member of staff if you wish to stop your role for any reason. |
| <ul style="list-style-type: none">• To receive reasonable notice of meeting times/dates. | <ul style="list-style-type: none">• If you don't think your Rep is being representative of their course, try to support them to be more representative! |
| <ul style="list-style-type: none">• To be valued and respected as an individual. | <ul style="list-style-type: none">• Provide space and time in lectures where they can collect feedback. |
| <ul style="list-style-type: none">• Not to be used in place of staff or exploited in any way. | <ul style="list-style-type: none">• Ensure other students know about the Rep System and are aware of who their Rep is. |
| <ul style="list-style-type: none">• The right to leave their volunteer opportunity at anytime. | <ul style="list-style-type: none">• Have an informal meeting to agree actions going forward to support your Rep. |
| <ul style="list-style-type: none">• See the Rep Agreement between SHU and SHSU and hold staff to account. | <ul style="list-style-type: none">• If you feel you've done all you can but your Rep isn't engaging, read about the Rep Removal Mechanisms on page 26. |

Digital resources

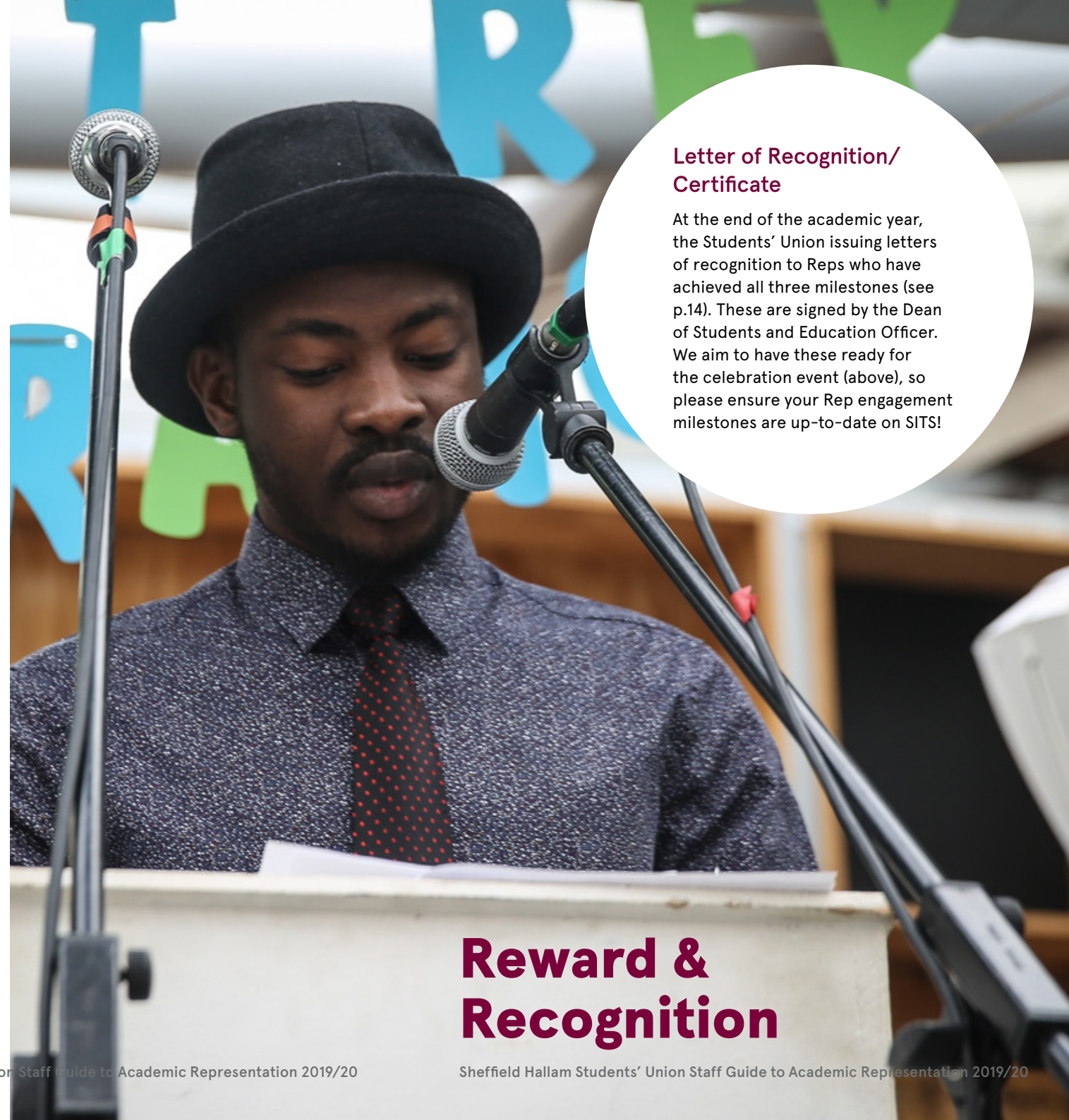
Students' Union Website

- The Students' Union website has a range of resources for staff and students, including a Rep Resources Hub and a Staff Resources Hub. Here, you can find digital copies of all handbooks, the Student Rep Survey Report and the Student Voice Report alongside useful contact details and resources.

www.hallamstudentsunion.com/representation/academicinterests

Working with Reps Blog

Run by STEER, this useful blog provides a wide range of guidance, information and support on recruiting, training and supporting student representatives across Hallam. <https://blogs.shu.ac.uk/studentreps>



Letter of Recognition/ Certificate

At the end of the academic year, the Students' Union issuing letters of recognition to Reps who have achieved all three milestones (see p.14). These are signed by the Dean of Students and Education Officer. We aim to have these ready for the celebration event (above), so please ensure your Rep engagement milestones are up-to-date on SITS!

Reward & Recognition

Rep of the Month



The Rep of the Month award recognises Course Reps and Department Reps who have gone above and beyond in their role; doing their best to represent students and change their academic experience for the better. All staff and students are welcome to nominate any Reps that they feel are deserving of this award and each month our Education Officer, Andrew Adegbola, will choose a winner!

Winners will receive a small prize and their achievements will be promoted via the SU's communication channels.

Nominations can be made at:

hallamstudentsunion.com/repofthemoth.

We encourage you to circulate this link amongst students and staff each month, to be in with a chance of winning!

Student Representation Celebration

In May each year, the Students' Union hosts a Student Representation & Leadership Celebration for Reps and SHU staff. This aims to thank everyone involved for all their hard work over the year, alongside highlighting positive changes made as a result of the Rep System. All Course and Department Reps are invited to collect their Rep Certificates (if their milestones have been met). There are awards for Reps and staff who have made an outstanding contribution throughout the year. In spring, we will be asking for nominations – so make sure to nominate your Reps if they have impressed you this year! And of course, we would love to see you at the event too.

Rep Removal Mechanisms

If students or staff believe that a Student Rep isn't fulfilling their responsibilities, they can either:

- Contact their Course Leader
- Contact the Academic Representation Manager at the Students' Union
- They will then look into the issue to determine what actions can be taken.



What happens next?

If Sheffield Hallam University or Sheffield Hallam Students' Union believe that a Student Rep is failing to meet their role requirements, the Student Rep will be asked to attend a meeting with the Academic Representation Manager within 14 days.



The Rep attends the meeting...

- The concerns will be explained to the Student Rep.
- The Student Rep will be given the opportunity to explain their situation.
- Possible sources of support, advice or additional training will be explored, which might help the Student Rep fulfil their role. OR the Student Rep may decide to resign from their post.

The Rep fails to respond to a meeting request within 14 days...

- The Student Rep will be removed from their position.
- If the Student Rep resigns or is removed, their position may now be made available for re-election. For more information on this process, please contact the Students' Union.

Would you recommend being a Course Rep to other students?



"It's great to have a say in the running of your own course and to be able to put forwards your peers ideas that they may not feel confident enough to voice to staff. It's rewarding to see changes be made following these discussions."

- Course Rep, HWB

Being a course rep provides a great opportunity for additional responsibility, experience and commitment to your course whilst not intervening with your studies. You have the chance to ensure student concerns are acknowledged and acted upon, and the resulting improvements benefit not only your year group but future year groups as well.

- Course Rep, SSH

Yes, it was a great way to network with course leaders and tutors, as well as fellow students. I was able to improve on my communication and confidence skills.

- Course Rep, SBS

I would recommend being a Course Rep because I think it's an amazing thing to do whilst at Uni. You get to make everyone's university experience better and can implement changes. If something isn't going well you have a platform to fix it. It is a confidence building job too, and you can make lots of friends.

- Course Rep, STA





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