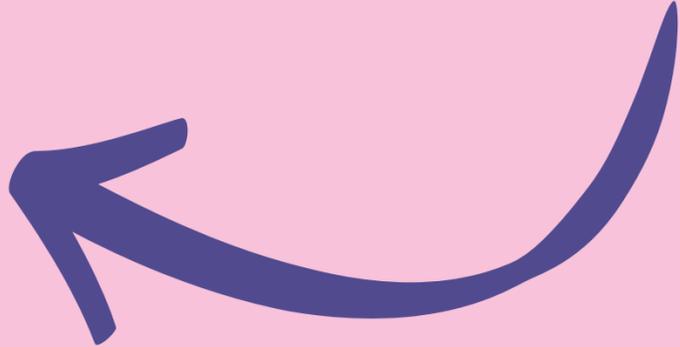


# Course Rep Training

Course Rep Training Attendance  
Form



Please scan the QR  
code to register your  
attendance. Thank  
you!



# Plan for the session



Learning Outcomes



Our Team



What is a course rep?



Feedback



Signposting:  
other student services



Next steps:  
what to look out for

# Learning outcomes

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## UNDERSTAND...

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how Course Reps fit into the UAL and Arts SU student and staff structures.



## GATHER...

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feedback from students and raise it with staff.



## KNOWLEDGE

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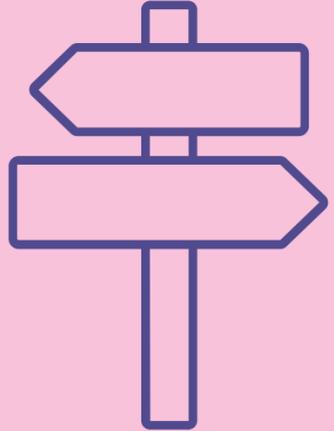
of relevant meetings and understand their objectives.



## ESTABLISH

---

clear boundaries and signpost students to other services.



EXPLORE YOUR

# CRAFT

WHAT DOES

ARTS SU DO?

**Arts**  
Students'  
Union



## INDEPENDENT FROM THE UNIVERSITY

Student Union's are independent from the University. This means we are on the student's side in every scenario and YOU can hold us accountable.

**COMMUNITY**

## SUPPORT & REPRESENTATION

From course issues, to professional development. The Student Union's aim is to enhance the university experience for it's members!

ALWAYS ON YOUR SIDE

arts-  
su.com

# Education Quality Team

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# Arts Students' Union



Hannah Lockey  
Education Quality Manager  
(she/her)

Rachel Wornell  
Education Quality Coordinator  
(she/her)



Natalie Nakkas  
Education Quality Coordinator  
(she/her)

Lee Anderson  
Education Quality Coordinator  
(he/him)



Eleanor Smith  
Education Quality Coordinator  
(she/her)

# Democracy & Influencing

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# Arts

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# Students' Union



Nathalie Grigorenko  
(She/They)  
Democracy &  
Influencing Manager



Shane Simpkin  
(they/them)  
Campaigns & Student  
Voice Coordinator

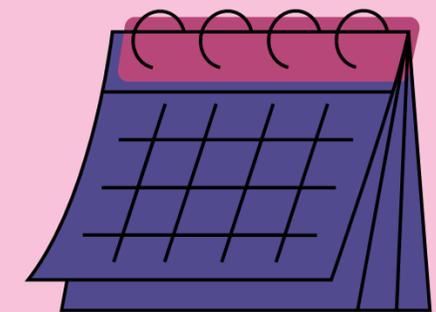


Calum Sherwood  
(He/Him)  
Senior Policy &  
Research Officer

# What is a course rep?

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- You are **volunteers** who **advocate** for students' **academic needs**.
- You **speak to students** on your course, find out about their academic experience and **share** this feedback with UAL staff and School Reps.
- You raise **feedback** at key meetings throughout the year and via informal channels with individuals (e.g. school reps and course leaders).
- You undertake **1-2 of hours of activity** per week, often concentrated around key dates.



# Who does the Course Reps work with?

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## SABB Officers

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Yufei Yuan - **LCC**  
Charmaine-Mayibongwe  
Chikiwa - **CCW**  
Katwamba Mutale - **LCF**  
Zainab Goriawala - **CSM**  
Sayali Waghmare  
**Student Communities**  
Chihiro Tateno  
**Union Affairs**

## School Reps

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24 students representing  
their schools

## Course Reps

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Over 1200 course reps



Thank you to  
returning reps!



## Students

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Speak to students from  
your own course to gather  
information

# School Reps and Course Reps

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- School Reps represent student voice across **ALL** courses across their school.
- When you gather **feedback** from students, you can **share** it with your **School Rep** to better understand the challenges.
- You will be **joined in meetings by School Reps** who are in regular contact with senior UAL staff – they support you in speaking up.
- School Reps will **ask you for help to gather student feedback** on key issues they're working on – support them. **Feedback to students** the **changes** they make. You are a key component of the **Feedback Loop**.



Find out more:  
[arts-su.com/voice/academic/school-reps/](https://arts-su.com/voice/academic/school-reps/)

# Who do I speak to at UAL?

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## COURSE LEADERS

Course Leaders are your **first point of contact** for any feedback related to Teaching and Learning, Learning Resources and/or Assessments.

## COURSE SUPPORT TEAM

Course Support Team deal are your **first point of contact** for any feedback related to Blackboard, Moodle and Timetabling - contact your Course Support Team.

## SCHOOL DEANS

School Deans are your **second point of contact**. They manage all courses in your school. If you have already raised student feedback with Course Leaders but the issue(s) have not been resolved in time – contact your School Dean second.

# Who do I speak to at Arts SU?

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**Charmaine Chikiwa**  
CCW/CCI Officer



**Katwamba Mutale**  
LCF Officer



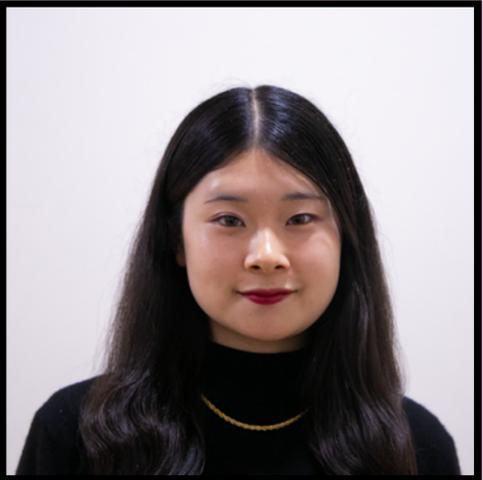
**Yvonne Yuan**  
LCC Officer



**Zainab Goriawala**  
CSM Officer



**Sayali Waghmare**  
Student Communities



**Chihiro Tateno**  
Union Affairs

Find out more:  
[arts-su.com/voice/officers/](https://arts-su.com/voice/officers/)



# QUIZ

**What other students  
support you in your  
role as a Course  
Rep?**



**How many hours per-  
week does a Course  
Rep volunteer?**

**Who is the first point of contact when raising feedback with UAL staff?**

# Questions

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Arts  

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Students'  
Union

# Representative

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Remember  
you are representing  
the voices of **ALL**  
students on your  
course



The role is **not** a  
personal platform to air  
personal grievances

# Academic

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Remember  
you are collecting  
feedback on students'  
**academic experience**



The role is **not** a  
platform to gather  
feedback about  
commercial spaces

# Representative

## 1 Individual feedback



You or some friends raise some course level feedback.

## 2 - Research



Enquire with peers - do they also experience same issues on course?

## 3 - Evidence



Build up a case for why this issue should be resolved.\*

## 4 - Presentation



Present the issue with evidence to your School Rep and/or Course Leader.

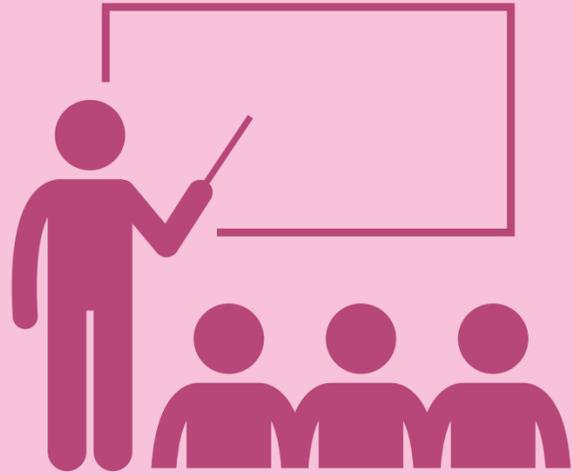
## 5 - Feedback Loop



Feedback to your peers the progress of this issue. How will it be tackled?

# Feedback

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## TEACHING

What do you think of the teaching quality on your course?

Are learning outcomes for assessments clearly communicated?

Do expectation and course-content match up?



## LEARNING RESOURCES

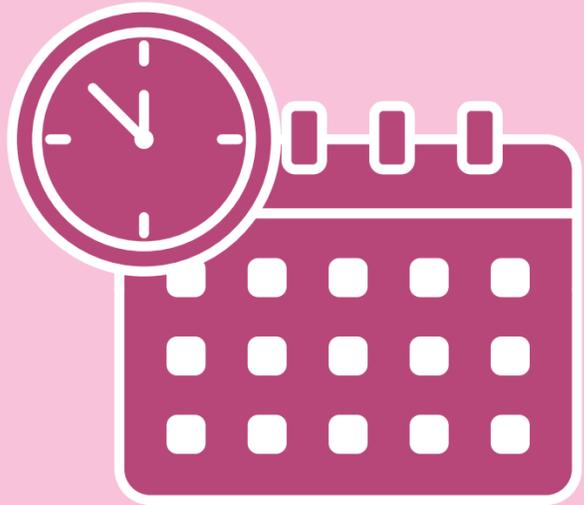
Do you have access to the learning resources you need?

What is your experience using Blackboard and Moodle?

Are additional course costs clearly signposted in advance?

# Feedback

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## COURSE ORGANISATION

Have you had any problems with your timetable?  
Is there good communication from staff when changes are made?  
Does your school/programme respond to student feedback?



## ASSIGNMENTS & FEEDBACK

Do tutors provide you with timely feedback on your work?  
Do you find this feedback useful?

# The Feedback Loop

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1

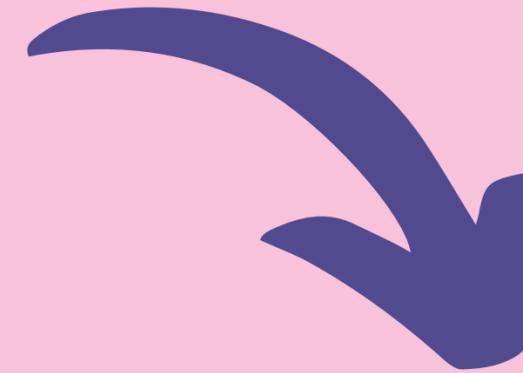
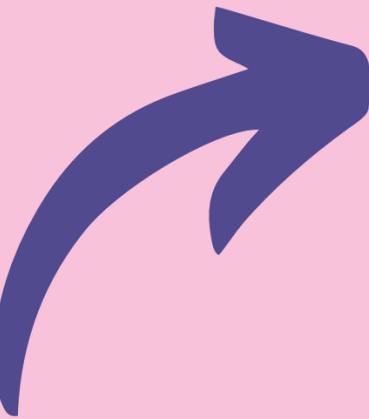
## Speak to students

Speak to students in your school/department and identify feedback they have about the course, school/department or University.

2

## Raise feedback with staff

It's simply about sharing feedback and your evidence with the most relevant staff member. Share what is working well, where there are issues and maybe even suggest solutions to resolve them.



3

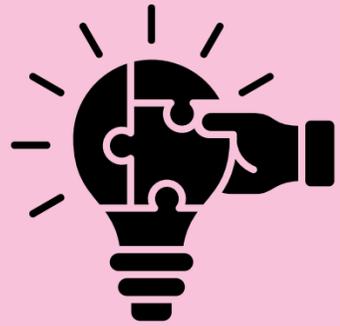
## Feedback to students

Feedback the outcomes of your discussions with staff. This includes where changes and outcomes are, whether still being considered, or are not as easy to implement as first thought.

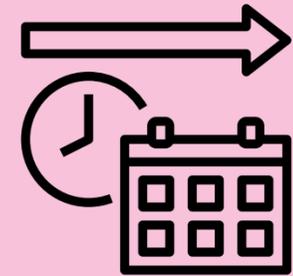


# Feedback: Top Tips

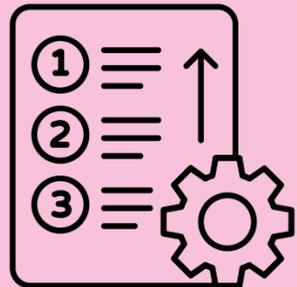
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It's not on you to solve every problem!



Some proposed changes will take a long time to implement



Some proposed changes might get dropped due to changing priorities



A quick email to students' telling them you've raised their feedback with staff counts for a lot!

# Raising feedback at key meetings

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**Student and Dean  
Forums**

**Course Committees**

**School Reps  
Meet up**

**All members'  
meetings**

# Key Meetings

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## Student and Dean Forums

Organised by the Arts' SU Education Quality team (that's us!)

Take place once per-term for each college - usually online, sometimes in-person.

To raise student feedback with your Dean that couldn't be resolved elsewhere.

Also attended by your College Officer, School Reps and Arts SU team.

Agenda circulated 1 week prior to give you time to collect feedback.

You can submit agenda items in advance or raise feedback on the day.

EQ Team take minutes with key actions and share with Reps and staff.

# Key Meetings



## **Course Committees**

**Course Committees monitor issues related to academic content and course organisation.**

**Organised by UAL Course Leaders and Programme Administrators.**

**Take place once per-term, usually online.**

**Space to raise topics, discuss developments and advocate for change on your course.**

**You can propose new ideas for your course and share student feedback.**

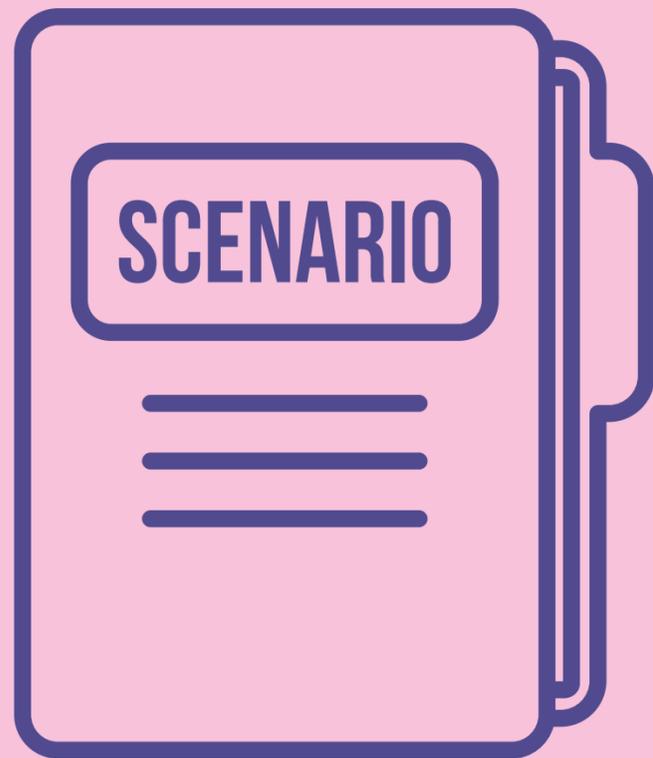
**You will be sent the agenda in advance by contacting your Programme Administrator.**

**Reps are encouraged to contact the chair of the meeting in advance to arrange a pre-meet.**

# Scenarios

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How would you respond to these challenges?



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Union

# Scenario

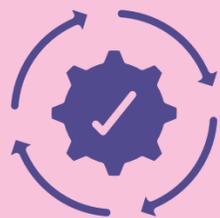
A friend on your course has come to you and said the facilities/workshop times are inconvenient.



How would you gather additional feedback?



How would you raise this feedback with relevant staff?



How would you resolve this feedback?



**A friend on your course has come to you and said the facilities/workshop times are inconvenient.**



Speak to students on your course via email and/or in-person conversations to find out about their experience of facilities/workshop times.

Raise feedback at Course Committees / Student Dean Forums using, for example, the sandwich feedback method.

You could also contact Course Leaders via email.

Keep notes on progress at meetings / email replies.

Resolve feedback by relaying progress via email or in person updates to students.

# Questions

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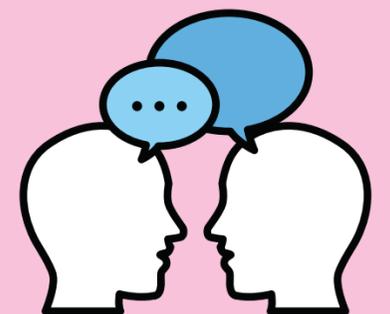
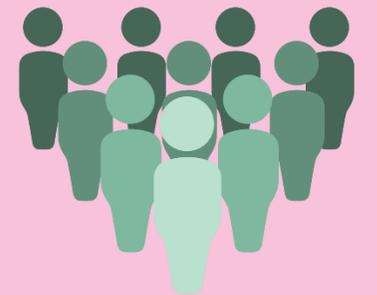
**Arts**  

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**Students'**  
**Union**

# Important things to remember

- Course Reps collaborate **with** UAL staff to help students get the best out of their courses; please **raise feedback with staff in a constructive manner**, not a confrontational manner.
- UAL and Arts SU **share a commitment to anti-racism** and work together to create a university culture based on respect, compassion and inclusivity for all students and staff - we expect Course Reps to abide by these values.
- Course Reps **gather and raise feedback about their course** on behalf of their fellow students; it is not a role designed to amplify personal grievances or push personal agendas.
- If you decide to become a Course Rep, remember to **communicate with your fellow students**: tell them who you are and **communicate the outcome of feedback discussions with staff and peers on your course**.



**QUIZ**

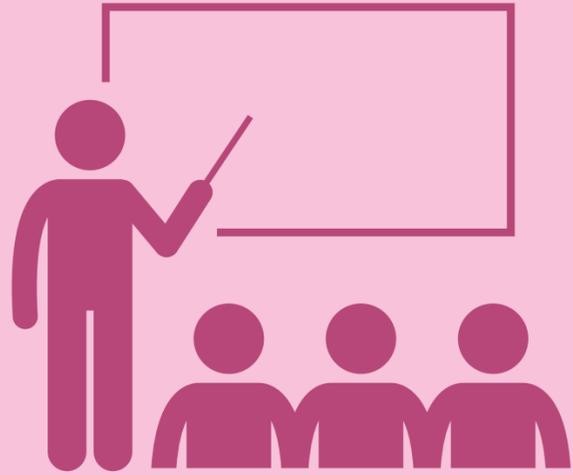
**What are some of the meetings that you will attend in your role?**



**What FOUR areas of  
academic feedback  
do Course Reps  
focus on?**

# Answer:

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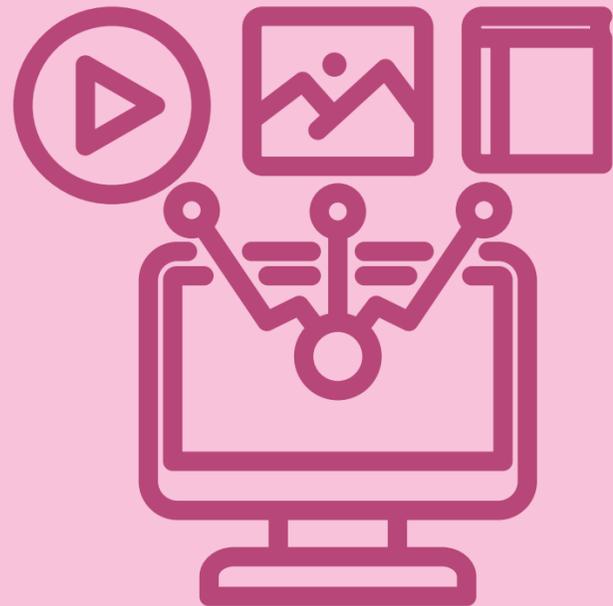


## TEACHING

What do you think of the teaching quality on your course?

Are learning outcomes for assessments clearly communicated?

Do expectation and course-content match up?



## LEARNING RESOURCES

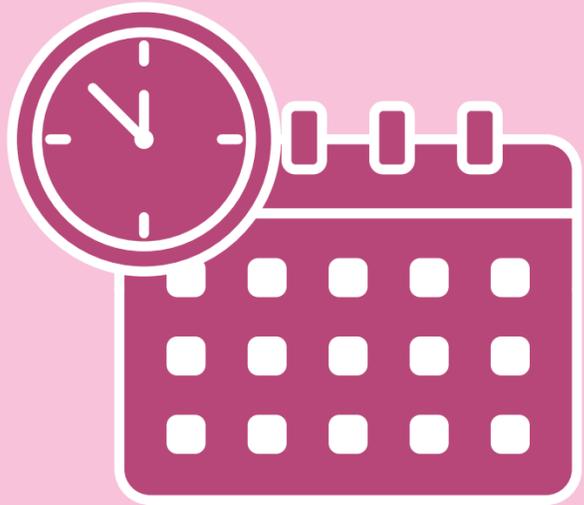
Do you have access to the learning resources you need?

What is your experience using Blackboard and Moodle?

Are additional course costs clearly signposted in advance?

# Answer:

---



## COURSE ORGANISATION

Have you had any problems with your timetable?  
Is there good communication from staff when changes are made?  
Does your school/programme respond to student feedback?



## ASSIGNMENTS & FEEDBACK

Do tutors provide you with timely feedback on your work?  
Do you find this feedback useful?

**What is the FINAL STEP  
of The Feedback Loop?**

# Questions

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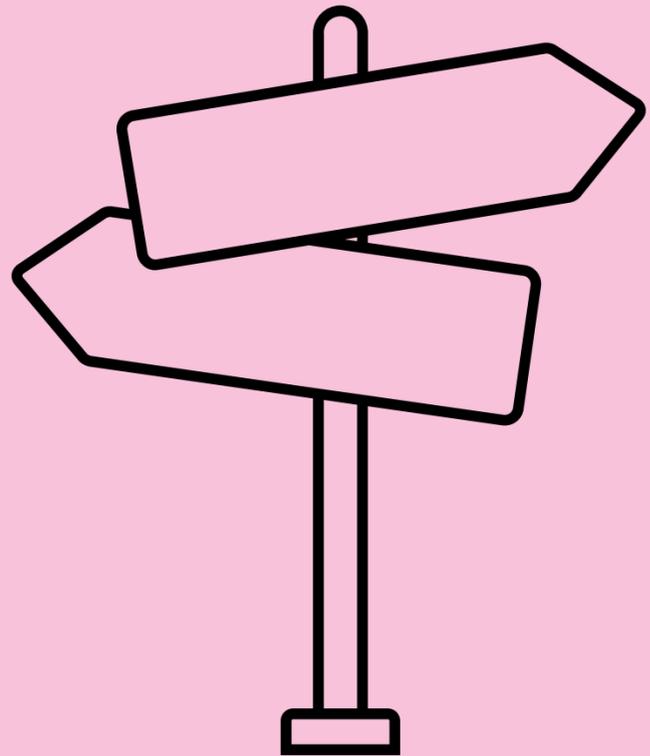
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# Signposting

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Other useful student services



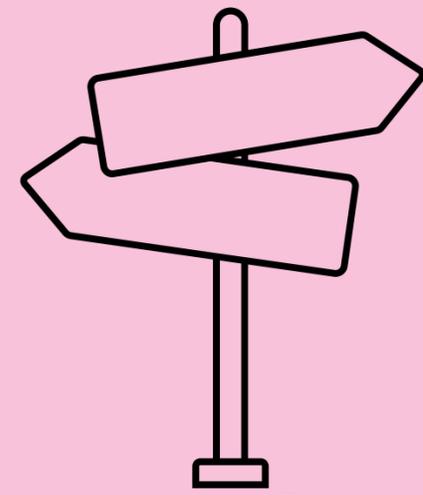
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# When do I signpost?

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If a student raises a **concern unrelated to academic representation**, such as health, mental health and wellbeing, you are not expected to try to address this yourself in any way.

The best response in this scenario is to **explain where** the Student can get **expert help and support**, e.g. the UAL Advice & Wellbeing Service.

We want to make sure you **always take care for yourselves** in this role, and you are not expected to take on responsibility for these issues yourself.

# UAL Services

## UAL Counselling & Wellbeing

- Mental and physical health support
- Chaplaincy
- Counselling
- Wellbeing resources

General staff: +44 (0)20 7514 6251 or [counselling@arts.ac.uk](mailto:counselling@arts.ac.uk)  
Direct mental health support: +44 (0)20 7514 6426 or [studenthealth@arts.ac.uk](mailto:studenthealth@arts.ac.uk)

## Disability Services

- Advisors
- Funding
- Non-medical help providers

[disability@arts.ac.uk](mailto:disability@arts.ac.uk)  
<https://www.arts.ac.uk/students/student-services/disability-and-dyslexia>

## Library Services

- General academic support
- English language development
- Research & library skills
- Borrowing, space booking, printing

[academicsupport@arts.ac.uk](mailto:academicsupport@arts.ac.uk)  
<https://www.arts.ac.uk/students/library-services/academic-support>

## Careers

- 1:1s
- CV support
- Employability workshops
- Job opportunities

<https://www.arts.ac.uk/students/student-careers>

## SU Advice Service

- University issues .e.g. extenuating circumstances and appeals
- Housing issues

<https://www.arts-su.com/advice/>

# Student Elections

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Students can stand and vote for elected student leader/ representative roles - voluntary and some paid - throughout the year.

In the upcoming elections we would like to encourage you to vote for the School Rep that you would like to see in post. Remember that they will be working alongside you in your role, so it is really important for you to have your say and vote!

Representatives are your voice and act on your behalf in the Arts SU and University, representing you at an institutional and national level.

Voting closes on **7th Nov @ 3PM.**

More info over at [arts-su.com/voice/elections/](https://arts-su.com/voice/elections/)

# Questions

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# Look out for...

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## **SU Rep Newsletters**

For details on upcoming Student & Dean Forums, socials, networking events & trainings

Public recognition for outstanding Course Reps who have done brilliantly in the role.

## **Rep of the Month**

## **Emails from School Reps**

Requests for Course Rep support from School Reps looking to gather student feedback on specific topics.



**Research Insiders** is a new membership and rewards programme run by Arts SU.

UAL students can sign up to **Research Insiders** to get exclusive invites to take part in research opportunities in return for **rewards**. One opportunity could be a short survey about the costs on your course, while another could be an online focus group about the conditions of your halls of residence.

**Every time** you accept an opportunity, you will be **rewarded for taking part**.

Whether that's a **cash voucher** for your time or entry into a **prize draw** to win **big prizes**.

Sign up to Research Insiders to get **exclusive opportunities** to **win rewards** and **share your views**



# Thank you!

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## Course Rep Training Attendance Form



**If you were late,  
please scan the QR  
code to register your  
attendance.**

