



## Being a Student Rep

This guide has been developed to provide students and staff with the information they need to enable student reps to carry out their role effectively. It is essential that ArtsEd receives and acts upon feedback from students in order to ensure that the student experience is the best it can possibly be, and student reps have a vital role to play in this.

### What is a student rep?

Student reps are the eyes and ears of each course – they are elected to express the collective view of the students in their year group, and ensure that this view is heard by those in a position to effect change.

### Student rep responsibilities include:

- Gather opinions and feedback from their peers
- Listen to what students tell them and present their views in a clear and constructive way, even if they don't agree!
- Ensure their personal views do not impact on their ability to represent their peers
- Inform Course Leaders about concerns at the earliest opportunity, so that issues can be resolved as quickly as possible
- Attend Board of Studies meetings to talk to staff about what's working well, what might need to change, and any new ideas they might have relating to their course
- Represent student views at student evaluation meetings, inspections, revalidations or other visits by external bodies with oversight of courses, including the annual meeting with City, University of London
- Engage with the Board of Trustees at Away Days and other Board meetings as required
- Pass on any topics they would like to discuss in meetings with staff, external bodies or Trustees to the organiser so they can be added to the agenda
- Communicate with student reps from other year groups and other courses to pick up on any recurring issues
- Feed back to students about the outcomes of any issues they have been asked to raise

**Note:** Student reps are not expected to offer personal support or advice to a student in their capacity as a rep. At Student rep inductions you will be given clear guidelines on how to signpost any students in need of support to the appropriate service.

### **ArtsEd is expected to:**

- Arrange for the election of student reps at the start of each academic year
- Provide information about meetings, including dates, times and venues, at least one week in advance
- Provide documentation when relevant, such as agenda and minutes of previous meetings
- Recommend appropriate members of staff to refer student issues to
- Consider all feedback presented by Reps
- Act on feedback where appropriate
- Report the outcome of student feedback to student reps, even when the decision is taken to take no action

### **Electing a student rep:**

Student reps are elected by their classmates. The Head of Year should ask those who wish to run for student rep to put their names forward and an election will take place the same day by either a show of hands or a paper ballot.

Once elected, the Head of Year should provide the reps with a copy of this guide, and to outline the duties and responsibilities they have been elected to undertake.

### **How students and staff can support the student reps:**

- Help reps to promote themselves to students by giving reps a regular opportunity to speak in company meetings/tutorials
- Provide an inclusive and supportive environment for reps to share honest views and opinions about the course
- Provide regular opportunities for reps to meet with Heads of Year and Course Leaders, working with them wherever possible to tackle issues at the earliest opportunity

### **Dealing with issues raised by students (closing the feedback cycle):**

When students have raised an issue it is important that they are informed of outcomes, even when no action is taken in response to the feedback. Closing the feedback cycle ensures that students feel that something has been done and that they have been listened to.

