

# **YOUR COURSE REP HANDBOOK 2024 -2025**

A guide from your Students' Union on how to  
make the most of your time as a Course Rep at  
LSBU

# WELCOME!

Hi everyone, I'm Seyi and I am the Student Voice Coordinator at the Students Union and a previous LSBU student. I am extremely grateful to be taking on the role and I promise to work as hard as possible to be the representative you deserve. I would also like to congratulate you on becoming a course rep! This is such an important role, and by volunteering to be the voice of your peers, you have made it clear that you want to be part of influencing positive change at LSBU to enhance yours and students' experience.

Becoming a course rep provides you with significant opportunities to influence real change to your course and overall learning experience. It is also an opportune role for your CV as it allows you to develop your skill set and can improve your graduate outcome, so make sure you take advantage of this wonderful opportunity!

I am so excited to start working with you so we can influence positive change together. To help you make the most of your year, the team has put together this guide which will let you know everything you need - and don't forget you can also get in touch with us anytime at [council@lsbsu.org](mailto:council@lsbsu.org) with any questions.

Seyi

## What is the students' union?

Your students' union is an independent charity that exists to champion the academic interests of every student at LSBU. Membership is totally free and you will automatically become a member of the students' union when you enrol in any course.

## Get in touch with Seyi and the SU team

You can get in touch with us anytime at [council@lsbsu.org](mailto:council@lsbsu.org) You can also reach us on social media at Twitter, Instagram, Facebook and LinkedIn.

# WHAT IS IN THIS GUIDE?

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This guide has been created by South Bank Students' Union  
If you have any questions or feedback about its content you can  
get in touch with us anytime at [council@lsbsu.org](mailto:council@lsbsu.org) and a member  
of the team would be glad to hear from you.

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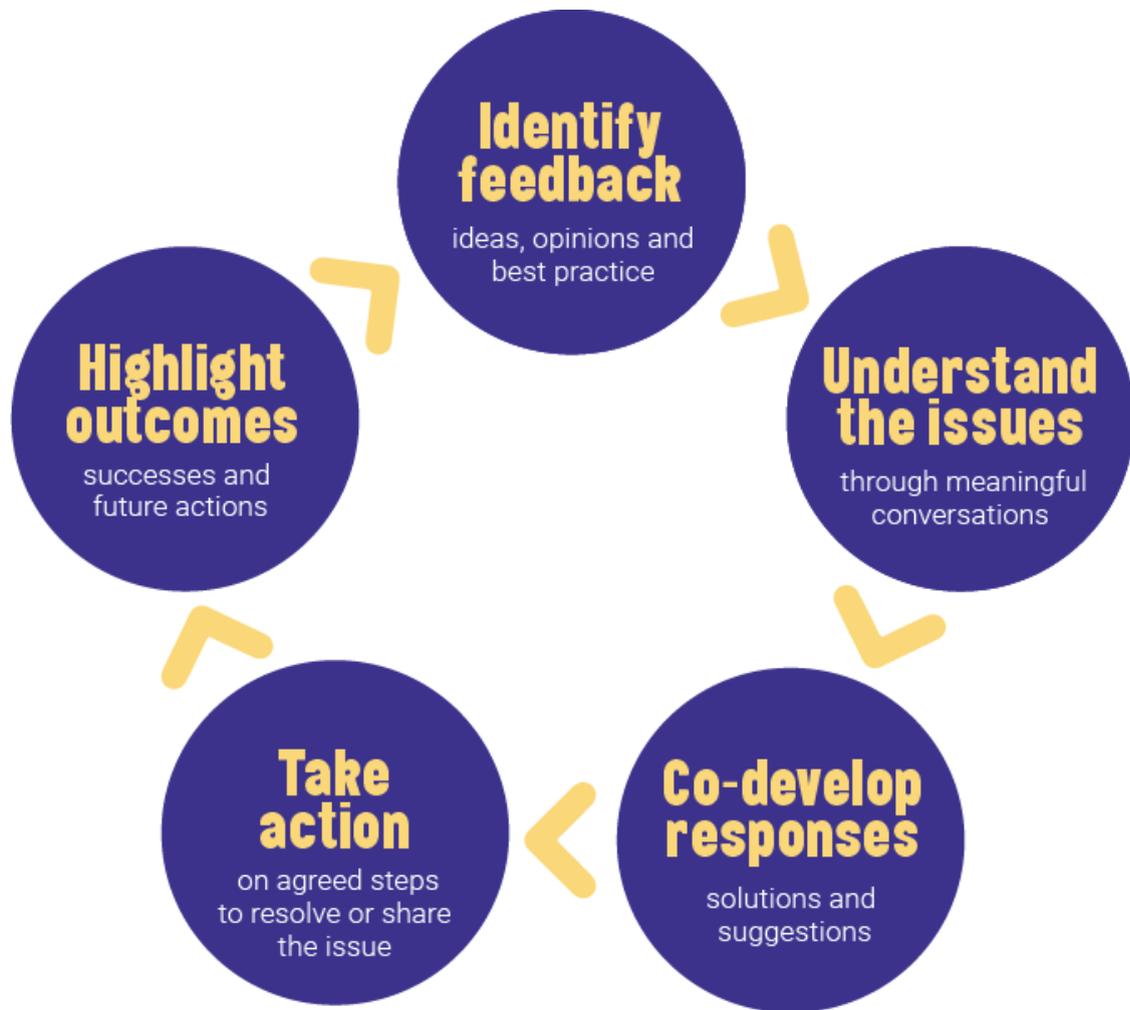
# WHAT IS A COURSE REP?

**A Course Rep is an LSBU student that has been elected by their classmates to collect and represent the views of the course:**

- Course Reps work to communicate issues, ideas and feedback to LSBU lecturers and staff, as well as other students, and the Students' Union
- Course Reps will find out about and raise issues, ideas and feedback in a number of ways including 121s with students, asking and collecting responses to surveys, questionnaires and campaigns, attending course boards and meetings, and taking part in Students' Union conferences and events
- Course Reps are supported and trained by the Students' Union and are part of a community working to make the university better for everyone.

**Being a Course Rep is a really valuable and rewarding experience:**

- Students know what needs changing more than anyone else, and the student voice is incomparable in making positive changes
- You will have the opportunity to enhance their skills and knowledge in public speaking, research and policy, time management and campaigns
- You will make friends and meet new people from all across the university.



**Course Reps work together with the university, Students' Union and students:**

- Every student should feel able and open to share feedback and ideas with their course staff, and Course Reps exist to help facilitate this and raise issues and suggestions with the university and the students' union
- We believe that this is a positive process, and one that should be about championing open, constructive and engaging feedback - including positive feedback as part of building one shared learning community between students and staff at LSBU
- We know that sometimes students will also raise issues or ideas that can't be resolved within the course or at school or course level, and may need a bit of extra help or support or need bigger solutions

This scheme is all about students having a number of ways of raising feedback and ideas and the students' union helps facilitate these alongside the university.

# HOW TO BECOME A COURSE REP

Being a Course Rep is an exciting and rewarding experience - and there's lots of help and support along the way. Here's a quick breakdown of what the start of your year may look like:

## **September-October 2024:**

- Your Course Director will discuss the importance of Course Reps and will open elections
- Put yourself forwards
- Present a 30 second speech on why you will be an excellent Course Rep
- Get elected!

## **October-November 2024:**

- Attend a compulsory Course Rep training session run by the Students' Union
- Collect feedback from your classmates and attend the first Course Rep Forum to meet other Course Reps
- Attend the first Monthly Course Rep Forum

## **November onwards:**

- Collect feedback from your classmates and attend Course Meetings run by your school
- Attend Course Rep Forums, Trainings, Socials and a Course Rep Conference.

# WHAT DO I NEED TO KNOW?

Being a Course Rep comes with great benefits, but also big responsibilities! The list below will help you ensure you're taking action on the right things and help you get to know the role a little better.

## Course Rep Responsibilities

As a Course Rep, you may be approached by students with a range of different issues. Sometimes it's hard to understand what's expected of you in certain situations. So, here's a handy breakdown for you.

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**Here are some of the issues you can expect to deal with as a Course Rep:**

Quality of teaching and the curriculum

- Do students feel prepared for the learning process?
- What is great about the course and the curriculum?
- Are any parts of the course not meeting the standard expected?
- Do students have the information and tools they need?
- If you're online/hybrid learning, do students learning remotely have the same quality of learning?

Study feedback and assessments

- Do students get regular, helpful feedback?
- Do you know what kinds of assessments are being used on the course?
- How prepared do students feel for assessments?
- Is there something that could be improved with the assessment method?

Lecture rooms and spaces

- Is your learning space appropriate?
- What could help improve the learning environment?
- Are there any tools or resources that are particularly helpful?
- Do you have access to other learning and study spaces?
- Are your spaces accessible to all students?

## Student support

- Do students have what they need to succeed?
- Are there any other areas of support students may need?
- What kind of student support or issues may be helpful?
- How do students feel about the support that is available?
- Do students with disabilities feel supported?

## Reading lists and library resources

- Can students access the necessary resources?
- Are there any resources that would be useful for students?
- What are the best resources that students have used?
- Is there anything else students or groups of students need/would like?

## Workloads

- How are students coping with the work required by the course?
- Are there any timetable clashes?
- Is the course too easy? Too difficult?
- Is there anything more students would like from the course?

## **What a Course Rep should watch out for:**

At times you might be asked questions about something you're not sure about, or something that sounds like a student needs professional support. It's absolutely not your job to have to give other students academic or professional advice and you aren't trained to do this, so it's best left to the experts.

Below is a list of issues which you are not expected to deal with; and in the event that a student approaches you asking to discuss any of the issues on the below list, please direct them to the students' union and we can signpost them to the relevant service or suggest they approach any member of course staff.

- Complaints against individual members of staff or students
- Personal grievances/ issues between students/ staff and the university
- Financial advice
- Counselling
- Individual lecturing/tutoring issues such as assignment feedback or disputes
- Family or personal issues preventing a student from succeeding

In cases like the ones listed above, these are best dealt with by the university and student services or the students' union. The students' union also offers confidential, free advice for students on a range of issues through the union's advice service. You can sign post students to this via [www.southbanksu.com](http://www.southbanksu.com)

## **Does a student need help?**

If a student approaches you or discloses a personal issue to you - please direct them towards the union's advice service at [www.southbanksu.com](http://www.southbanksu.com) where they can get confidential, free support and be directed to the university's support services. If you are concerned about a student's wellbeing you can raise this with the students' union confidentially at any time via [council@lsbsu.org](mailto:council@lsbsu.org)

# WHAT ARE LSBU COURSE REP MEETINGS?

From September 2024, Course Leaders will be expected to meet with their course reps 3 times per semester (as a minimum) to obtain and record feedback.

Your Course Leader will contact you to organise a meeting near the start of the Semester, at the mid-point and again at the end of the Semester.

In each meeting your feedback will be recorded in a centrally stored location that the SU will have access to so we'll be able to see what actions have been taken after your meeting and can update you if you email us at [council@lsbsu.org](mailto:council@lsbsu.org)

Where the course is of non-standard delivery, the course leader and reps should review the timings of the three meetings to best support engagement. This enables courses with clinical placements and apprenticeship courses to take a more bespoke approach and identify the best 3 points in the semester (or term) for these meetings to take place. This also applies to subjects who have cohort or pathway leads due to the size and/or complexity of courses.

Course Reps will also meet once per semester with the Head of School about two thirds of the way through the semester. The purpose of this meeting will be:

- For Heads of School to liaise directly with course reps from all stages and all courses
- Provide a route of escalation where issues might not be being resolved
- Have a more thematic look at issues, rather than operational, also looking at feedback that might require a higher-level intervention to ensure a successful resolution.

Additionally course reps will be invited to meet with either the Executive Dean of the college and/or the Associate Dean for Students either once a year to review what has been achieved during the course of the year and ensure that this student feedback considered when looking to implement the NSS implementation plan.

# HOW DO I GET FEEDBACK?

## Gathering Feedback

One of the most important parts of your role as a Course Rep is gathering feedback from other students. There are a number of ways to do this, and sometimes students will also raise things directly with you - but you should think about how you are going to engage with students to get feedback to take into meetings.

The fundamental questions to ask when gathering feedback are:

### 1. What's going well?

### 2. How could things be improved?

When gathering student feedback, keep it simple and think about how you as a student would like to be contacted.

Common methods of gathering student feedback are:

- **Lecture Pop-Ups** - Simply ask your course staff or lecturer if you can borrow the class for 5 minutes at the start or end of a lecture/ course session and ask for feedback or if there are any issues. Your lecturer should be ok with this and would also be happy to leave the room if it will make students more open to giving feedback and raising suggestions and comments.
- **Group chats** - This is the most common way of getting feedback. You can start a Whatsapp/Facebook/Slack chat and try to get everyone involved. Please remember that not everyone will use these apps though.
- **Online/paper Surveys** - Using one of the many platforms available you can create an online survey to gather feedback. This can be shared out via email by your lecturer or by the students' union. Again, these could be anonymous. You could also use the courses Moodle page - and you could talk to course staff about getting access to post some details onto it.
- **Feedback Box** - Some Course Reps also leave a box at the front of every class and lecture that students can drop ideas and feedback into at the end or start of lectures/seminars and you can pick it up at the end
- **Post Lecture Chats** - Make yourself available at the end of a lecture/ course session every now and then for students to come and chat to you and raise any issues. Simply let your class know you will be doing this by announcing it at the start of the lecture - or let students know how to contact you to set up a quick 121 or how they can drop ideas and comments to you via email.

Remember - all feedback should be constructive, and this is not just about 'negative' things or

problems. You should try to get positive feedback as well!

# HOW DO I RAISE ISSUES?

## **Solving Issues and taking action on ideas**

When a student raises an issue or suggests an idea to you, you need to make sure you have gathered feedback from other students to check whether this is something they are facing or have opinions on as well before raising it at a Course Board or a Course Rep Forum.

If an issue is specific to a particular student, then it doesn't mean you can't raise it - but it should be presented in this way, to make it clear what kind of issue/idea this is, who it is affecting, and why.

Once you have reported an issue to the Student Union, Course Rep Forum or Course Board, it will go into a database called the Tracker. The Tracker is where all of the issues will be examined and filtered to the correct cohort dean or lead. The LSBU lead then has to action the issue, after this the student will be informed with the outcome by the LSBU lead or Student Union.

- Mention to always tell the su even if you have told the university

If you are struggling with a specific issue or going to the university did not help resolve it, then you should go to the students' union for support. You can do this by either raising the issue at a Course Rep Forum or by contacting the team via [council@lsbsu.org](mailto:council@lsbsu.org).

# HOW DO I TALK ABOUT IT?

Celebrating wins and communicating progress is a key skill

It is important that you tell students what outcome or decision was agreed about issues and ideas they raised feedback about.

No matter how trivial the success, it is important that it is communicated to students. Be proud of your achievements, students deserve to know that you are representing them and what has happened.

You can use a variety of methods to feedback the information from meetings to your fellow students. Find and utilise the method that works best for you and you can always speak to the course staff or the students' union to get help and support. .

Here are some ideas to get you started

- Group chat: Write a message in your chat, explaining what has happened.
- Email: Formulate an email detailing the main points discussed and send this out to your course mates.
- At a lecture: Ask your lecturer for 5 minutes at the beginning or end of your lecture, to stand up and speak about the meeting you have attended and what action is being taken.

The students' union can help you with this - we want to hear all about the little victories and those big wins too. We can work with you, and the university, to feature your work on our website and across our social media and champion the work you've done together.

# CONTACT LIST

## Most important:

- [www.southbanksu.com](http://www.southbanksu.com) - if a student approaches you with a personal issue that is preventing them from completing an assignment; For confidential, free advice for students on a range of issues through the union's advice service
- [hello@lsbsu.org](mailto:hello@lsbsu.org) - to get in touch with the SU
- [council@lsbsu.org](mailto:council@lsbsu.org) - contact the Student Voice Team
- [020 7815 6454](tel:02078156454) / [studentlife@lsbu.ac.uk](mailto:studentlife@lsbu.ac.uk) - contact Student Life Centre – they will address you to the right department regarding DDS queries, Mental health and wellbeing, Finance and fees, Withdrawal and interruptions, Non-academic, Stamp for letters
- [020 7815 7815](tel:02078157815) - to contact your administration office by phone, please call the University switchboard
- [advice@lsbsu.org](mailto:advice@lsbsu.org) - students' Union Advice Service to support appeals, complaints, extenuating circumstances, fitness to practice, disciplinaries and academic misconduct.
- [disability@lsbu.ac.uk](mailto:disability@lsbu.ac.uk) / [020 7815 6454](tel:02078156454) - disability Support.
- Reception at LSBU Hub solve your timetable

## Mental health:

- [08457 90 90 90](tel:08457909090) - you can get confidential support if you are in a crisis, despairing or feeling suicidal by calling the Samaritans
- [020 7631 0101](tel:02076310101) - London Nightline is a listening support and information helpline run by students for students.
- [020 7815 6666](tel:02078156666) - if you are on campus you can contact Security on.
- [999](tel:999) - if you are off campus please call the emergency services.

## Library:

- [0207 815 6607](tel:02078156607) - you can contact us for library and student IT queries on
- [printroom@lsbu.ac.uk](mailto:printroom@lsbu.ac.uk) / [0207 815 6226](tel:02078156226) – contact for print queries
- [S4L@lsbu.ac.uk](mailto:S4L@lsbu.ac.uk) - skills for Learning. Contact for access to specialist academic support and to take focused training for learning online and studying at University.
- [itsupport@lsbu-uk.libanswers.com](mailto:itsupport@lsbu-uk.libanswers.com) / [ITSupport@stu.lsbu.ac.uk](mailto:ITSupport@stu.lsbu.ac.uk) – for IT Support

## Accommodation:

- [accommodation@lsbu.ac.uk](mailto:accommodation@lsbu.ac.uk) / [020 7815 6417](tel:02078156417) - for Accommodation Office
- [mclaren@lsbu.ac.uk](mailto:mclaren@lsbu.ac.uk) / [020 7815 7361](tel:02078157361) – McLaren House
- [dante@lsbu.ac.uk](mailto:dante@lsbu.ac.uk) / [020 7820 8052](tel:02078208052) – Dante Road
- [bomberg@lsbu.ac.uk](mailto:bomberg@lsbu.ac.uk) / [020 7815 7380](tel:02078157380) – Bomberg House

## Finance queries

- [fees@lsbu.ac.uk](mailto:fees@lsbu.ac.uk) / [020 7815 6181](tel:02078156181) – fees office, for enquiries regarding fees and funding
- [income@lsbu.ac.uk](mailto:income@lsbu.ac.uk) - finance credit control

## International Students:

- [attendancemonitoring-tier4@lsbu.ac.uk](mailto:attendancemonitoring-tier4@lsbu.ac.uk) - if you need to be absent for any reason, please inform the Visa Sponsored Student Monitoring Team

- [cas@lsbu.ac.uk](mailto:cas@lsbu.ac.uk) - if you have any questions about your CAS request
- [tier4compliance@lsbu.ac.uk](mailto:tier4compliance@lsbu.ac.uk) - other queries
- [international.advice@lsbu.ac.uk](mailto:international.advice@lsbu.ac.uk) – for expert advice and guidance

#### LSBU Receptions:

- [reception-arc@lsbu.ac.uk](mailto:reception-arc@lsbu.ac.uk) / 020 7815 6865 - Technopark Admissions & Recruitment Centre
- [reception-br@lsbu.ac.uk](mailto:reception-br@lsbu.ac.uk) / 020 7815 6821 - Borough Road
- [reception-faraday@lsbu.ac.uk](mailto:reception-faraday@lsbu.ac.uk) / 020 7815 6815 - Faraday Wing
- [reception-k2@lsbu.ac.uk](mailto:reception-k2@lsbu.ac.uk) / 020 7815 8300 - K2
- [reception-keyworth@lsbu.ac.uk](mailto:reception-keyworth@lsbu.ac.uk) / 020 7815 6817 - Keyworth Centre
- [reception-lrc@lsbu.ac.uk](mailto:reception-lrc@lsbu.ac.uk) / 020 7815 6698 - Learning Resource Centre
- [reception-lr@lsbu.ac.uk](mailto:reception-lr@lsbu.ac.uk) / 020 7815 8270 - London Road
- [reception-library@lsbu.ac.uk](mailto:reception-library@lsbu.ac.uk) / 020 7815 6669 - Perry Library
- [reception-technopark@lsbu.ac.uk](mailto:reception-technopark@lsbu.ac.uk) / 020 7815 6860 – Technopark
- [reception-studentcentre@lsbu.ac.uk](mailto:reception-studentcentre@lsbu.ac.uk) / 020 7815 6886 - Student Centre
- [estatesreceptionclarencecentre@lsbu.ac.uk](mailto:estatesreceptionclarencecentre@lsbu.ac.uk) / 020 7815 6339 - Clarence Centre

#### Others:

- [erasmus@lsbu.ac.uk](mailto:erasmus@lsbu.ac.uk) – for exchange programs info and application
- [active@lsbu.ac.uk](mailto:active@lsbu.ac.uk) – contact for LSBU Gym, LSBU active
- [careershubs@lsbu.ac.uk](mailto:careershubs@lsbu.ac.uk) – for advice on Placement, CV your careers
- [archives@lsbu.ac.uk](mailto:archives@lsbu.ac.uk) – for University Archives Centre
- [references@lsbu.ac.uk](mailto:references@lsbu.ac.uk) – for academic references

**HAVE A GREAT YEAR AND  
ENJOY IT!**