

# COURSE REP HANDBOOK



## Message from your Students' Union President

Hey everyone,

I'm Alice Lundy, and I'm Christ Church Students' Union President for this year!

As the lead sabbatical officer on academic experience, I'll be working with Course Reps to ensure they have the best chance at improving students' overall experiences.

There is no better way of making your voice heard than by being a Course Rep – it allows you to make positive changes across the whole of the university.

Over the years, thanks to all the work of our Course Reps, we have seen massive changes across the university, which has led to significant improvements in the overall student experience.

The role of a Course Rep is more important than ever to ensure that Student Voices are heard across the university and advocated for. Course Reps have the opportunity to advocate for the Student Voice, and I will be supporting them every step of the way.

The best way to escalate issues affecting you on a wider level is to come together and meet with me at my SAR (Student Academic Representation) meetings. The point of these meetings is to inform me of what is going on across your courses so that I can escalate these issues with higher management and advocate for your voices.

On the Christ Church Students' Union website, you'll be able to see what I'm up to daily by looking at my calendar. If you have any questions about Course Reps, please email [coursereps@ccsu.co.uk](mailto:coursereps@ccsu.co.uk), or if you have a query about anything else, please contact me at [president@ccsu.co.uk](mailto:president@ccsu.co.uk) or on [Facebook](#).

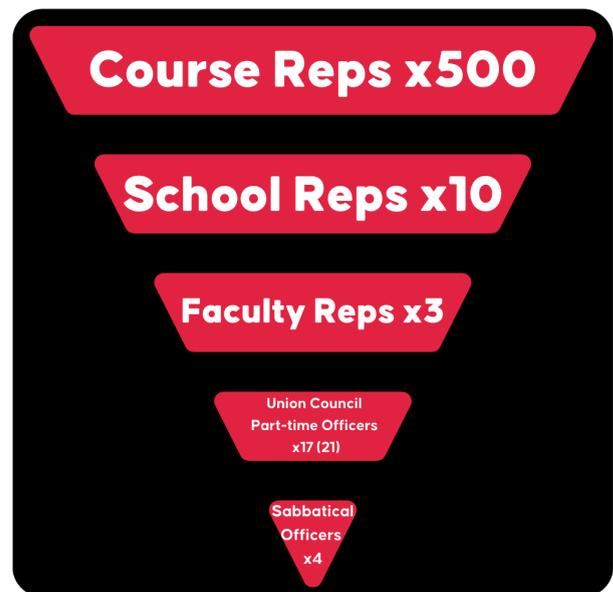
## What is a Course Rep?

The purpose of all course representatives is to act as a voice for students, providing feedback to the University and Students' Union on the academic experience and to work proactively to develop and enhance the wider student experience.

'Course Rep' is a catch-all term for student volunteers elected by their peers to do this, and they are essential and central to ensuring a high-quality, enjoyable student experience.

The three Course Rep roles are:

- Course Reps - Representatives for their programme only, attending SSL meetings (Student Voice Forums). Some may also attend School Boards or other School level committees.
- School Reps - Representatives for their School, sitting on Faculty boards and committees.
- Faculty Reps - Representatives for their Faculty, sitting on University boards and committees.



## Who can become a Course Rep?

Anyone can become a Course Rep!

All courses, across all years, are required to have at least one Course Representative for every forty students, so there may be more than one opportunity to become a Course Rep.

## Why become a Course Rep?

Becoming a Course Rep gives you direct input into your educational experience at Christ Church. You will receive training, gain invaluable skills, and have the opportunity to communicate with a variety of students and stakeholders across the University, which will contribute to your future employability skills.

That's not all! As a volunteer position, your work as a Course Rep can be logged on the [Christ Church Volunteering website](#).

In summary, being a Course Rep will enable you to:

- Get a reference from your deputy Vice-Chancellor;
- Get to know your peers; through the Student Voice Awards and Winter Social;
- Get to know the staff in your department;
- Create change for students;
- Gain valuable experience in meetings, public speaking, networking and more;
- Develop your employability skills;
- Attend the Student Voice Awards set up for student volunteers
- Enhance your CV; and
- Add to your recorded volunteering hours!

### What skills do you need?

The main thing you need is enthusiasm and a willingness to get involved! The Students' Union and University will complement these essential skills with training and ongoing support with a dedicated inbox for Course Reps which you can reach; [coursereps@ccsu.co.uk](mailto:coursereps@ccsu.co.uk) to ensure you and your peers get the most from your role. Here is a guide to what you will do and need:

TASKS	PERSON SPECIFICATION
Course Reps should be the main point of contact for students on their course in relation to their student experience.	<ul style="list-style-type: none"> <li>● Organised and punctual</li> <li>● Approachable and friendly</li> <li>● Able to undertake the training associated with this role</li> <li>● Ability to work in a professional and mature manner</li> <li>● Willing to learn new skills</li> <li>● Ability to communicate effectively with a variety of people</li> <li>● An ability to work autonomously as well as part of a team</li> <li>● Proactive and enthusiastic</li> </ul>
Course Reps are required to communicate effectively with course tutors both in person and over email.	
Course Reps are required to represent their course and be the voice of all students on that course.	
Course Reps should inform the students of their course of opportunities, which will affect or shape their student experience, such as events, campaigns, and meetings.	

## How do you become a Course Rep?

**You must** put yourself forward for the in-class election. Let your Course Director, Year Lead, Cohort Lead or Tutor Group Lead know you are interested in being a Course Rep, and they will arrange an in-class vote.

Once elected as a Course Rep, what is expected of you;

- You'll be added to the Student Reps Blackboard, the primary way for the Students' Union to contact you. It's also where you can access training and discussion forums with other reps.
- You will be invited to a selection of training sessions. You will only need to attend one session. If you have been a rep previously, you do not need to attend training again. However you are welcome to do so, if you would like a refresher.
- You can also join the [Facebook group](#) if you like!

After you have attended the training;

- You are then expected to attend the required meetings, around 3-4 during the academic year. These are known as SSLMs (Student Staff Liaison Meetings) - soon to be referred to as Student Voice Forums - and typically involve the reps from each year of your course and key staff.
- You are expected to regularly seek feedback from peers to ensure you represent the majority of views and report back to your peers regularly.
- Keep in touch with the Students' Union regarding your Course Rep role to ensure you get the support you need. You can contact the union through [coursereps@ccsu.co.uk](mailto:coursereps@ccsu.co.uk).
- To work with the Students' Union on initiatives and campaigns to improve the academic experience here at Christ Church. You can contact the union through [coursereps@ccsu.co.uk](mailto:coursereps@ccsu.co.uk)
- Finally, to ensure you don't forget to log your volunteer hours! Log in your hours at [Christ Church Volunteering \(ccsu.co.uk\)](http://ccsu.co.uk)
- If you have any questions about logging your Volunteering hours, please contact; [volunteering@canterbury.ac.uk](mailto:volunteering@canterbury.ac.uk)

## How do School Reps and Faculty Reps work with Course Reps?

If you are a Course Rep, it is important to find out who your School Rep or Faculty Rep is to ensure that you can report problems across multiple courses or issues bigger than your course so that your senior reps can take this higher up.

**A School Representative** attends school-level meetings with senior management teams across the university. The primary purpose of a School Representative is to ensure the Student Voice is heard at School level meetings; a School Representative is an essential piece of the overall university structure as a School Rep ensures that wherever school-level decisions are made, students' voices are considered.

To become a School Representative, you must do the following;

- You will have to participate in an Online election
- Post a manifesto of up to 500 words about why you would like to represent your fellow students at a School level.
- If you are interested in this role, please email us at [courserep@ccsu.co.uk](mailto:courserep@ccsu.co.uk). so we can discuss the role further and notify you in advance when the election process occurs.

As a school Representative, you will;

- Work with your Students Union to organise meetings with Course Representatives to understand students' experiences within your School.
- School Representatives come together to check in with their Faculty Representatives and the Students' Union president to share their insights.
- Attend School level meetings with the University and act as the student Voice representative at these meetings.

**A Faculty Representative** attends Faculty-level meetings with senior management teams across the university. The primary purpose of a Faculty Representative is to ensure the Student Voice is heard at Faculty level meetings. A Faculty Representative is an essential piece of the overall university structure. A Faculty Representative ensures that students' voices are considered wherever Faculty-level decisions are made.

To become a Faculty Representative, you will have to do the following;

- To become a Faculty Representative, you must participate in an Online election.

- The elections only require you to post a manifesto of up to 500 words about why you would like to represent your fellow students at a Faculty level.
- If you are interested in this role, please email us at [courserep@ccsu.co.uk](mailto:courserep@ccsu.co.uk), so we can discuss the role further and notify you in advance when the election process occurs.

As a Faculty Representative, your role requires that;

- Work with your Students' Union to organise meetings with School Representatives to understand students' experiences within your Faculty.
- Faculty Representatives come together to check in with their Students' Union president to share their insights.
- Attend Faculty level meetings with the University and act as the student Voice representative at these meetings.

### **About Your Students' Union**

[Christ Church Students' Union](#) is a charity that exists to empower, encourage, and support every student studying at Canterbury Christ Church University.

We are run by students, for students, and just by being a student at Christ Church, you are automatically a member of the Union. You don't have to do anything further. However, if you want to, there are many ways to get more involved, from becoming a course rep to joining a society, playing competitive sports, assisting a sabbatical officer with their campaigns, becoming a Union Council Officer, or even becoming a trustee of the Union.

The Students' Union elects, trains and supports course reps to represent the students on your course. We also represent all Christ Church students on senior University committees, so if there's an issue that is bigger than your course or that you're struggling to resolve locally, get in touch, and we can help you out. We also provide independent advice for individual students on academic issues such as appeals, complaints, plagiarism, disciplinary issues or Fitness to Practise. If students come to you with these issues, we can help.

We will always be here for you when you need us.

## Your Union Team

**Alice Lundy** - Union President ([president@ccsu.co.uk](mailto:president@ccsu.co.uk))

Alice is the lead academic representative for all Christ Church students and supports Course Reps to raise and escalate issues of concern to students. Alice is a full-time, elected sabbatical officer representing the Students' Union on high-level academic and student experience committees. Contact Alice if you have any issues that aren't being resolved at your SSLMs / Student Voice Forums or want to learn more about the Union's work on the student academic experience.

**Aliosha Seraphim and Holly Bringes** - Student Voice Coordinators ([coursereps@ccsu.co.uk](mailto:coursereps@ccsu.co.uk))

Aliosha and Holly are your first point of contact for anything about being a course rep. Aliosha and Holly will arrange the school and faculty rep elections, training and discussion sessions.

If you're unsure who to ask, ask Holly and Aliosha!

Aliosha and Holly also support the [Union Council](#), the Student Academic Representation (SAR) Committee and other student committees in the Union.

**Anna Feliziani** - Medway Coordinator ([medway@ccsu.co.uk](mailto:medway@ccsu.co.uk))

Anna supports all CCCU students at the Medway campus, working closely with Medway student societies and Medway-based staff to enhance all aspects of the student experience at Medway.

Contact Anna if you are a Medway-based student and have any issues, academic or otherwise, or would like to know more about your Students' Union at Medway.

**Ellie Martin** - Advice & Representation Manager ([advice@ccsu.co.uk](mailto:advice@ccsu.co.uk))

Ellie is the union's advice manager, who supports individual students with academic issues such as appeals, complaints, plagiarism, disciplinary issues or Fitness to Practise. Signpost students to Ellie if they come to you with any issues of this nature - as the Students' Union is independent of the University, we are uniquely placed to support students in these circumstances.

## Useful Links

[Blackboard](#) - you will be automatically added to this when elected as a Course, School or Faculty Representative. It's the main way that the Students' Union communicates with course reps, it's where the training will be stored, and the discussion forums allow you to communicate directly with reps from other parts of the University.

[Facebook group](#) - join if you wish; this is a more informal space for course reps to meet and discuss issues and hear from the Students' Union.

[Christ Church Online Student Community](#) - a Facebook group for all Christ Church students, run by the Students' Union, to help you interact with other students in a virtual environment.

[Wellbeing Advice](#) - this page highlights the support available to students experiencing various personal well-being issues. Signpost students here if they come to you with a non-academic issue.

[Learning Skills Hub](#) - offers a range of articles, videos and online resources to help students improve their academic skills. From referencing to critical thinking to preparing for a dissertation, this is an essential resource for all Christ Church students, from Foundation Year to postgraduate.

[CCSU website](#) - find out what is happening with your Students' Union; check out all the events we have going on; and the different societies and sports teams we have.

[The Hub, Medway](#) - for students based at Medway to find out what activities and events are taking place on campus as well as the sports and societies that students from Canterbury Christ Church University can join alongside students from the University of Kent and Greenwich.