Student Representatives Handbook

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Contents Overview

These pages are hyperlinked.

Contents Overview **1**
Welcome & Introduction **3**
About Goldsmiths SU and Your Role as a Student Rep 3
About this Student Rep Handbook 3
Democratic Structure at the SU 4
How do I submit a motion? 6
Student Rep: An Overview **7**
Part Time Liberation Officers (PTOs) 7
Academic Reps 7
Expectations, Roles and Responsibilities **8**
Part Time Liberation Officers (PTOs) 8
Elections 8
Experience & Skills 8
Commitment & Responsibilities 8
SSCs, DSCs and PGRs 10
Recruitment Criteria 10
Commitment 10
Responsibilities 10
Course Reps 11
The Admin Stuff **12**
Onboarding 12
Throughout Your Role 12
General Code of Conduct **13**

Events Code of Conduct 16
Social Media Policy 17
Support and Training **19**
Training 19
Induction Session for SSCs, DSCs and PGRs 19
Induction Session for PTOs 20
Safeguarding & Signposting 20
Active Bystander Workshop 20
Support 21
Need to chat? 21
Support Services 22
Emergency & Crisis 22
On Campus & In University 23
A to Z External Support and Resources 26
Making a Complaint 33
Appendix **34**
The Rep Diary 35
SSC, DSC, PGR Invoice 41
Safeguarding & Signposting Resource Pack 42
Getting Organised 43
About Me 43
My Key Contacts 43
School Student Coordinators (SSCs) 43
My Department Student Coordinators (DSCs) 43
My Departmental Staff Contacts 44
Key SU Contacts 45
My Course Reps 45
Induction Session Notes 46

Welcome & Introduction

Hello and welcome! Congratulations on your new Student Rep role. We're so glad to have you!

We want to make sure we capture as much feedback as possible from all students across departments and levels of study, and to make it accessible for students to do so. That's where you come in!

About Goldsmiths SU and Your Role as a Student Rep

So, what even is Goldsmiths Students' Union (SU)?

We're a unique voice on campus independent from the University - run for students by students. Every single one of the 10,000 students at Goldsmiths is a member, and membership is totally free!

Part political, part charity, we're here to support members in all areas of their University experience from epic nights out at the SU bar to advice, support and advocacy. We're here with you every step of the way. There's lots of opportunities to get involved in student life throughout your time here at Goldsmiths, whether you're interested in democracy, societies, sports and so much more. Through us, Goldsmiths students also organise campaigns, run dozens of clubs and societies, and speak up for themselves on issues academic, social, political, environmental and economic.

Goldsmiths SU is led by four full-time officers, all of them students who have been elected by the student body to take a year out of their studies to focus on the issues that matter most to our members. This is your sabbatical officer team. We also have dozens of permanent staff members, most of them based in the top floor of the SU Building. Our staff support the officers operationally and strategically, as well as managing the wide range of services and functions within a modern students' union and sizable charity - such as student engagement, finance, communications, HR, and more.

As a Student Rep, you are part of our diverse, strong and dedicated team. You join a wide student representation network of like-minded fellow students who dedicate time to supporting our community, and represent interests within your respective academic departments and school.

Depending on your role, some of your responsibilities can include collecting and passing on feedback from students on their student experience within the department, organising meetings with each other, attending departmental and SU meetings, etc. You will be supported throughout by the Students' Union. This is also a unique opportunity for you to get involved in our work as an SU, and pick up useful interpersonal skills that could be valuable to you in future.

About this Student Rep Handbook

Led by Goldsmiths Students' Union Sabbatical Officer Victoria Chwa, this Student Rep Handbook was created as part of a larger project seeking to bridge the gap between student experience, academic life and wellbeing, by making information as accessible and available as possible. This is particularly necessitated in the aftermath of the College's

post-covid restructuring which saw multiple changes to administration and existing student support frameworks.

This handbook seeks to provide our Student Reps with an all-in-one resource to navigate your role, responsibilities and provide a guide to support and training with the SU.

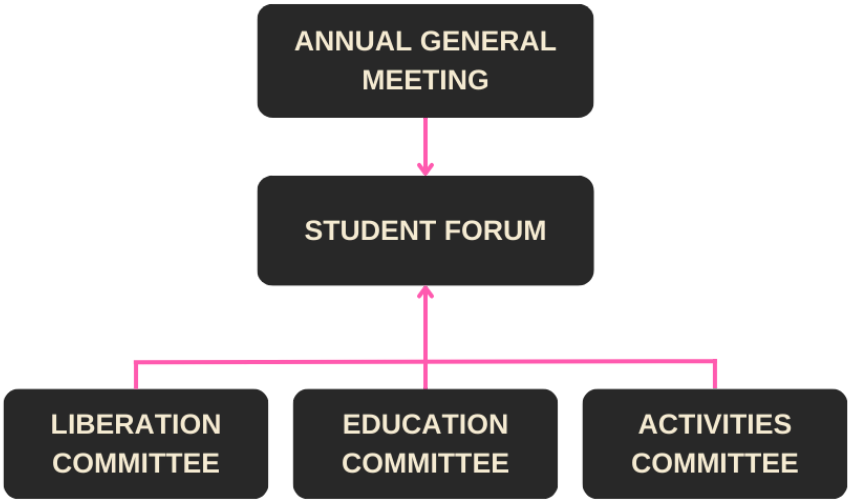
As part of this SU-led project, we have also produced other handbooks. Check out the "Guides" tab on the Goldsmiths SU website (hyperlinked) for more.

Democratic Structure at the SU

At Goldsmiths' SU, we have several democratic meetings in place in order for students to have an active role in decision making within the SU, and to suggest and influence key policies that shape the Union and our work. While some of these meetings are attended by your elected officers or student representatives, others are open to all students.

You can submit your ideas to any of these meetings, where they will be discussed by members and voted on. These meetings are also a way to hold our elected student leaders accountable and hear updates about their current projects.

What is the SU governance structure?



Let's start from the beginning.

We have three committees at Goldsmiths SU that meet regularly throughout the year. These committees are responsible for discussing ideas and campaigns and setting out union policy that relates to their specific fields. They are also the place to hold the relevant sabbatical officer to account for work related to the committee. They all report back to the student forum. They can also call an open meeting (where all members can attend) if an idea submitted to them needs further exploration. Each committee is chaired by their respective elected sabbatical officer - for example, the SU Education Committee is chaired by the Education Officer.

Liberation Committee	Education Committee	Activities Committee
The Liberation Committee will meet quarterly and is attended by your Full Time Welfare and Liberation Sabbatical officer, as well as all your Part-Time Liberation Officers. Broadly speaking, they are responsible for coordinating Liberation activity within the Union, such as solidarity statements and campaigns. Any idea submitted by students that is related to Welfare and Liberation will be taken to this committee where it will be discussed and voted on.	The Education Committee will meet quarterly and is attended by your Education officer, as well as all your School Student Coordinators and Postgraduate Research Reps. Broadly speaking, their responsibilities are to coordinate and action feedback in relation to the academic experience. Any idea submitted by students that is related to Education will be taken to this committee where it will be discussed and voted on.	The Activities Committee will meet quarterly and is attended by your Campaigns and Activities officer, as well as all representatives from Clubs and Societies. Broadly speaking, their responsibilities are to coordinate and action feedback in relation to Clubs and Societies, for example discussing extra budget allocation for a society. Any idea submitted by students that is related to Clubs and Societies will be taken to this committee where it will be discussed and voted on.

Student Forum

The Student Forum takes place regularly throughout the year and is made up of all Sabbatical Officers, Student Trustees and your Union Chair. However, students can also attend Student Forum and speak about any issues or bring forward a motion if they wish. Ideas that relate to central campaigns or Union development will be taken to the Student Forum, where they will be debated and voted on by Student Forum members. The Officers will also use this opportunity to provide reports on policies passed and work undertaken by the committees. If needed, the members of Student Forum can call an open meeting to discuss an issue further with the wider student body.

Following the Student Forum, an Annual General Meeting (AGM) is held to account for the motions, work and any report arising throughout the year. The AGM is where students receive the Trustees annual report and accounts of the Union, as well as a report of policies passed and work undertaken in the Student Forum. Any idea submitted by students that is related to amending the governing documents goes to AGM, as do ideas that would benefit from greater input from the wider student body. All members of the SU (meaning all students) are invited to these meetings where they can debate and vote on critical issues facing the Goldsmiths' student community. We hold an AGM for our members once a calendar year. However, additional general meetings can be called if necessary by the Student Forum or any of the Committees.

Calendar dates for each of these meetings will be updated on this page.

All Goldsmiths students can use the form here (hyperlinked) to propose new policies and lobby requests at the SU, or just tell us about your ideas. Being a Student Rep means you are well-informed and placed to submit motions.

How do I submit a motion?

All motions should follow the below structure:

Title	The title of your motion
Proposer	The name and student email address of the person who is proposing the motion
Seconder	The name and student email address of another student who agrees with your motion
This union notes:	Here you can list the facts that provide context to your motion
This union believes:	Here you can list opinions and values that support your motion and that students should know
This union resolves:	This is the most important part of your motion, where you list the actions that you want to happen if the motion passes

Once you have all the above information, submit it in the form at the end of this page. When completing the form, you can say which committee you want your idea or motion to go to if you have a preference. Once you submit your motion, your Union Chair will go through it with our Policy Advisor to make sure it ends up at the right committee, where it will be discussed and voted on by members.

Some motions that are easier to implement changes, for example motions that have more to do with the SU, will be directed straight to relevant staff at GSU management for action. Others may be more complex and need to be taken to Referenda following Committee discussion. You will be kept in the loop as your motion moves through the process.

For further guidance, look at examples of our existing policies on our policy library. You can also contact us at democracy@goldsmithssu.org or our Policy Advisor Mana at mana@goldsmithssu.org if you have any questions.

Student Rep: An Overview

Our Student Rep roles are organised into two categories as shown in the table below.

Part Time Liberation Officers (PTOs)	Academic Reps
Our Part-Time Liberation Officers represent different communities within the Goldsmiths student body. They run our liberation networks, organising events and representing their interests. We currently have the following roles: • BME Officer • Disabilities Officer • International Students Officer • LGBTQ+ Officer • Trans & Non-Binary Officer • Women's Officer PTOs run the following liberation networks respectively: • BME Students' Network • Disabled Students' Network • International Students' Network • LGBTQ+ Students' Network • Womxn Students' Network To see our current PTOs and any vacancies, visit: https://www.goldsmithssu.org/about-us/student-leaders/part-time-officers/ To join a liberation network, visit: https://www.goldsmithssu.org/opportunities/find_a_society/ and filter to "Community".	Our Academic Reps represent the interest of students within their academic school and departments. We want to make sure all student voice platforms are as accessible as possible, and that reps at every level are supported by the SU and each other. Our Academic Rep roles are organised as follows: • School Student Coordinators (SSCs) and Postgraduate Research Reps (PGRs) • Department Student Coordinators (DSCs) • Course Reps DSCs work with Course Reps for each course in their department to collect student feedback and communicate them to the SU and their department in department meetings, with the support of SSCs. DSCs can also organise meetings with each other and with the SU, especially to support students in interdepartmental courses. SSCs work with DSCs in their academic school to support DSC work, collate departmental feedback and escalate issues on a school level. PGRs represent issues and experiences of PhD students. SSCs and PGRs work directly with Sabbatical Officers on wider issues at College level. A list of current DSCs can be found at: https://www.goldsmithssu.org/about-us/student-leaders/departmental-student-coordinators/. This list is being updated.

Expectations, Roles and Responsibilities

So, what does it mean to be a Student Rep? In this part of the handbook, we breakdown some key expectations, roles and responsibilities involved in your role.

Part Time Liberation Officers (PTOs)

As listed above, there are six different Part Time Officer roles. Each officer will play a key role in organising events on campus and representing their community both within the Students Union and College. The SU will support you with any initiatives you want to bring into your role.

Elections	Experience & Skills	Commitment & Responsibilities

PTOs join through elections when we run them every year. Students who are interested in PTO roles will need to nominate themselves to stand in election for the role. Typically, the election process will require:
 	
• Current student status - you need to be a current student to stand.
• Self-identification - you will need to self-define into the liberation group you intend to lead. For example, to be the BME officer, you will need to self-define as BME.
• Election Materials
  ○ Profile Photo
  ○ Manifesto
 	
You can find more info on our Election FAQ page here: https://www.goldsmithssu.org/elections/faqs/
 	
If there are vacancies in any PTO role after elections and you would like to take up
	This is a voluntary role within the SU so the expectations of the role are not exhaustive. Here are some useful experiences and skills you may need in the role. You will also get to learn these as you go!
	
	Experience
	• Experience communicating to a range of people
	• Experience working as part of a team
	• Experience organising activities or events
	
	Skills
	• Proactive in engaging a community
	• Interpersonal communication
	• Initiating & holding conversations
		This is a voluntary role, so there is no formally necessitated commitment. However, as student leaders for your community, you may have a community of students - whose experiences you identify with and who identify with you - looking to you for support. This is also a great opportunity for you to learn and get involved with organising and campaigning work, especially on issues that you may be passionate about, that impact you and specific communities. As such, your role may involve the following:
		
		• Representing students in your liberation network across campus, especially when issues or concerns arise.
		• Creating events and campaigns together, with SU support
		• Highlighting issues relevant to your community to the

the role, you can contact democracy@goldsmithssu.org and rhiannon@goldsmithssu.org to express interest and get information.		• SU for further action • Working with the Full-Time Welfare and Liberation Sabbatical Officer on issues and actions

Refer to the section on "Support and Training" in this Handbook for guidance on signposting and safeguarding if students approach you.

SSCs, DSCs and PGRs

As SSCs, DSCs and PGRs, you will collect and pass on feedback from students on their educational experience within the department at the College. You will have access to platforms and meetings and will be supported throughout by the Students' Union. In return for your work, the SU will:

- Deliver training so you can confidently collect and act on student feedback, signpost to the right services and lead your Rep Team
- You'll be paid approx. £700 which is tax deductible in 3 instalments, 1 per term via invoice
- Host monthly SU meetings for all Reps to discuss relevant issues
- Organise regular meetups, provide direct support on a 121 basis if needed and mentoring
- Help facilitate meetings and/or build relationships within departments as and when needed
- Promote the Rep role and share your updates with students

This means there are some expectations and commitments your role will involve, as shown below.

Recruitment Criteria	Commitment	Responsibilities
Unlike PTOs, SSCs, DSCs and PGRs are recruited. Below are some guidelines on the experience and skills we will be looking for. Through your written application and if you get to the interview stage you will need to show you have a good mixture of these skills. You will be expected to commit to attending frequent departmental meetings in order to represent students. The dates of these will usually be communicated by your department at the beginning of each term. Experience • Experience communicating to a range of people verbally and in writing	The rep role should take around 60 hours a year. The breakdown below shows how much % of the time you will likely spend in each activity: • 25% Departmental Meetings • 25% Meeting your Rep Team • 20% SU Meetings • 25% Collecting Feedback • 10% Training and Welcome Week activities You will be required to keep track of these hours with a Rep Diary. This information will also be needed in your invoice for payment. These resources are available in the appendix of this handbook.	Key Responsibilities • Attend termly departmental meetings where you raise students' feedback and ensure it is acted on by the department • Lead your department's Rep Team, made up of Course Reps. You will meet *once a term (minimum)* to ensure the issues raised by Course Reps are acted upon and they are well supported • Support the recruitment of Course Reps at the beginning of the academic year. • Attend the Students' Union monthly Rep meetings, preparing feedback based on the theme of each meeting when needed • Complete a Rep Diary

• Experience working as part of a team and meeting deadlines • Experience in problem solving Skills • Ability to act in an objective and evidence based way when representing the views of students • Ability to deliver feedback in a constructive, solution focused way **In addition the following skills and experience are desirable but not essential** • Experience of conducting any form of research • Experience of representing others • Knowledge of Higher Education and/or Goldsmiths • Leadership skills		once a term with your progress and regularly post on the VLE for students to be informed on what you are working on • Sit on ad-hoc consultative groups, periodic programme reviews, or committees, if available and invited • Support the building of a community in your academic department • Play an active role in the student Representation Team • Carry out other reasonable tasks as determined by the Student Voice Coordinator

Refer to the section on Support and Training in this handbook for guidance on signposting and safeguarding if students approach you.

Course Reps

Course Reps are also voluntary positions, so the expectations of the role are not exhaustive. As a Course Rep, your course mates may come to you with feedback. Your DSC may invite you to meetings, which are opportunities and platforms for you to escalate any feedback. You can also reach out to the Full Time Education Sabbatical Officer, or anyone at the SU Advice or Membership team, if you'd like more individual or specific support with any issues that arise in your Course. You can also refer to the section on Support and Training in this handbook for guidance on signposting and safeguarding if students approach you.

The Admin Stuff

This checklist provides you with an overview of the admin paperwork that may be required. This is mostly applicable to SSC, DSC and PGR roles.

Onboarding

Someone from the Goldsmiths SU team or the College will be in touch with you to start any onboarding process.

1. **Forms**

To set you up, you may be required to fill in some forms, such as:

- ☐ HMRC New Starter Checklist Form
  - This is to ensure you're on the right tax code. You will need your National Insurance (NI) Number. If you do not have an NI Number, you can apply for one here (hyperlinked).
- ☐ Diversity Form
  - We like to know what the makeup of our organisation is as well as to support the varying needs of our team.
- ☐ Any other Personal Details Forms

2. **Right to Work**

As we are a registered organisation, onboarding processes and legislation requires Right to Work checks. You will be asked to send over documentation to prove your Right to Work in the UK. This document could be your biometric residence permit (BRP), passport or UK national identity card. Do make sure any document you send over is valid (not expired).

3. **HR System**

You may also be asked to set up your details on a HR system, so that you can be set up on payroll. This means providing information such as your contact and bank details. You will be given instructions if and when you need to do so.

Throughout Your Role

1. **Attend Training**

We want to ensure you are equipped and supported throughout your role. As such, we've designed induction and training sessions to help you. You will be sent information about these sessions ahead of time.

An overview of these training sessions can be found in the "Support & Training" section of this handbook.

2. **Keep a Rep Diary**

A Rep Diary helps you keep track of your commitments and responsibilities in your role (listed in the "Expectations, Roles and Responsibilities" section). It can also serve as your portfolio for your time in the role.

This resource is available in the "Appendix" section of this handbook.

For Part Time Liberation Officers, you may also choose to adapt the Rep Diary for your use.

3. **Submit Termly Invoices**

You'll need to submit an invoice towards the end of each term so that you can get paid. Information you keep in the Rep Diary will be required in the invoice.

A copy of the invoice template is available in the "Appendix" section of this handbook.

General Code of Conduct

This section of the handbook will outline the conduct expectations of student reps within Goldsmiths Students' Union as well as provide guidelines to cater for the wellbeing and safety of all members.

This is applicable to all Reps including but not limited to Part Time Liberation Officers (PTOs), School Student Coordinators (SSCs), Department Student Coordinators (DSCs) and Course Reps.

By being a Rep, you acknowledge these guidelines and commit to acting accordingly.

1. Affiliation with the Union
    a. All Reps must be trained by a coordinator at the Union and/or complete the training online before beginning their role.
    b. Academic Reps are responsible for the behaviour of attendees in meetings and events they organise and chair.
    c. Academic Reps are affiliated with the Students' Union. This means that, by becoming a rep, you acknowledge your responsibility as a representative of the Union and agree to abide by this code of conduct for as long as you are in the role.
    d. Reps affiliated with the Union act as part of the Union and must follow our constitution, bye-laws and governance policies.
    e. Affiliated groups can access resources and facilities, such as room bookings, finances and support from the Union staff.

2. Money
    a. As a charity, Goldsmiths Students' Union must be clear and transparent about all money incoming and outgoing. You will report any and all expenses outgoing and funding incoming, to any initiative, campaign, project, event or item, to the SU team at democracy@goldsmithssu.org, as they arise.
    b. Academic Reps will not be in possession of any money within this Union role.
    c. Reps should not be attaining Union money.
        i. Part Time Liberation Officer (PTOs) and Course Rep roles are both voluntary and unpaid.
        ii. The only money that Reps - School Student Coordinators (SSCs), Department Student Coordinators (DSCs) and Postgraduate Research Reps (PGRs) - should be in possession of as a result of this role is the £700 that is paid to them by the college, this money is then their own to spend and not a possession of the Union or college.
    d. Reps must not incur unauthorised expenditure of Union monies, or hold monies outside of the Union within this role.

3. Equipment and Facilities
    a. The use of equipment and facilities by Reps is dependent on the behaviour of Reps (see Section 5).
    b. Damaged equipment or facilities can lead to disciplinary action.

4. Safety at Events
    a. All Reps should complete relevant union training and Active Bystander Training through the Students' Union.
    b. All trained Reps are covered by our insurance for on campus activities only. Non-trained Reps are solely liable for any damage or malpractice at events.
    c. You are responsible for the safety of other representatives you may be incharge of when participating in campus meetings.

5. Behaviour
    a. All Reps are expected to treat facilities, staff, & students at Goldsmiths, University of London & other institutions & establishments with respect.
    b. All Reps must take an active part in making sure they do not discriminate, and that nobody within their network discriminates against anyone with protected characteristics according to UK law: age, gender and gender, marital status and civil partnerships, pregnancy/maternity, race (including ethnicity, nationality and skin colour), religion, sex, sexual orientation. Failure to do so may result in disciplinary action
    c. Reps and affiliated groups should never:
        i. act in a disorderly manner on the university premises or those set aside for Union use;
        ii. act in any way, at any time, so as to bring the Union into disrepute.
        iii. act in any way contrary to the Aims and Objectives of the Union as defined by the Constitution.
    d. Initiations[1]
        i. Reps affiliated with the Union will not apply peer pressure upon other individuals in social situations or otherwise.
        ii. The Union has a zero-tolerance policy of drinking- or humiliation-based initiation ceremonies; any complaints against a Rep relating to initiations will result in disciplinary action (see below).
    e. Alcohol
        i. Where there is alcohol present at an event hosted, Reps must be aware that this can be an exclusionary space for students who are non-drinkers. Dry spaces on campus must be respected and remain dry spaces for the use of non-drinking students.
        ii. No alcohol is to be consumed on board transport owned or organised by the Union. The Union promotes responsible drinking.

[1] An initiation ceremony is an event in which members [often new members] of the club are expected to perform any activity as a means of gaining credibility, status or entry into that club. This peer pressure is normally [though not explicitly] exerted on first year students or members new to that particular club and may involve the consumption of alcohol, eating concoctions of various food stuffs, nudity and any behaviour that may be deemed humiliating.

iii. Whilst engaging in social events please ensure that you remain with the group. Each individual has responsibility for themselves to maintain safe alcohol consumption levels, to know your limits and keep well within them. Goldsmiths Students' Union promotes responsible drinking.[2]

6. Data, Social Media and GDPR
    a. The rules outlined in our code of conduct and constitution extend to online communication, communication by text, email and instant messaging platforms which are made through official and student media accounts and directly linked to content published by the Students' Union.
    b. Reps must ensure that all information disseminated is fair and accurate, avoids the expression of comment and conjecture as established and falsification by distortion, selection or misrepresentation.
    c. Members of the Union must not print or broadcast any material of an offensive, defamatory, discriminatory or libellous/slanderous nature.
    d. When collecting cohort data, be clear about what it will be used for and do not share it with third parties without their permission.
    e. If a member of your cohort provides feedback to you and wishes to remain anonymous, you are responsible for protecting their anonymity.
    f. When sending information to cohort members make it clear that they can unsubscribe from the use of the data at any time. If they choose to do so, delete their data as requested (including name, age, sex, etc) and do not contact them further if they request that you do not.
    g. At the end of the year when handing over to the new representatives, Reps should ensure that new representatives have access to all relevant accounts and passwords belonging to the Union.

7. What happens if the Code of Conduct is believed to have been breached?
    a. Any members of the Union who act in contravention of the above will be subject to disciplinary procedures, which may include disaffiliation from the Union. Committees of student groups are not expected to investigate potential breaches of this code, and should refer directly to the Union. Student groups should not remove members at their own discretion. All complaints that Goldsmiths Students' Union receive regarding student-led groups will be looked at against this Code of Conduct. Where the complaint is outside of the scope of this code we will refer to an external body or the Trustee Board on a case-by-case-basis. Please note, misconduct by a full-time elected officer, returning officer or staff member will be dealt with through the Union's Staff Disciplinary Procedure.

[2] For more information: www.drinkaware.co.uk & www.knowyourlimits.gov.uk. We also support Good Night Out, which aims to tackle harassment and violence in drinking and social spaces. For more information: www.goodnightoutcampaign.org/

Events Code of Conduct

All attendees, speakers and sponsors at our events are required to agree with the following code of conduct. Those running events, in this case society leaders ("we") and/or Union staff should seek to ensure their guests abide by this code throughout the event.

We expect cooperation from all participants to help ensure a safe and enjoyable environment for everybody.

The Quick Version
This Union is dedicated to providing a harassment-free events experience for everyone, regardless of gender, gender identity and expression, age, sexual orientation, disability, physical appearance, body size, race, ethnicity, religion (or lack thereof) or class.

We do not tolerate harassment of event participants in any form.

The Less Quick Version
Harassment includes offensive verbal comments, physical or non-verbal offence related to gender, gender identity and expression, age, sexual orientation, disability, physical appearance, body size, race, ethnicity, religion, class, sexual images in public spaces, deliberate intimidation, stalking, following, harassing photography or recording, sustained disruption of talks or other events, inappropriate contact, and unwelcome sexual attention.

Participants asked to stop any harassing behaviour are expected to comply immediately.

If a participant engages in harassing behaviour, we may take any action we deem appropriate, including warning the offender, removing them from some or all talks with no refund.

If you are being harassed, notice that someone else is being harassed, or have any other concerns, please let us know immediately. You can email us – welcome@goldsmithssu.org and/or democracy@goldsmithssu.org – or speak to a staff member during a session.

We will be happy to assist those experiencing harassment to feel safe for the duration of the event. We value your attendance.[3]

[3] This code of conduct is based on confcodeofconduct.com and used under a Creative Commons licence.

Social Media Policy

Goldsmiths Student Union recognises that internet social media channels provide unique opportunities to participate in discussions and share information on topics of interest to members. Through social media activity and engagement on services students can enrich society activities, generate interest and raise awareness of a particular issue.

Social media generally refers to web-based applications, usually by sharing information, digital images, videos, opinions, knowledge and interests online. It includes, but is not limited to, social networking services such as:

- Facebook
- Twitter
- LinkedIn
- Instagram
- YouTube
- Snapchat
- TikTok
- WhatsApp
- Wikis and blogs

Legally and ethically it is in our interests to manage any potential risks through a common-sense approach and by clearly setting out guidance when it comes to social media and societies.

This policy outlines the implications of using material in a way that could be considered abusive or defamatory. It also sets out clear guidance on behaviour while recognising that social networking can be used internally to encourage student/member engagement or externally to help promote your society activities.

The policy aims to:

- encourage the responsible use of social media,
- outline the responsibilities for individuals using social media,
- highlight the potential risks of using social media,
- provide clear guidelines on how breaches of this policy will be addressed,
- to protect the reputation of Goldsmiths Student Union, its members, staff and partner organisations.

Responsible Use

- When using social media it is recommended that societies are respectful to their audience, transparent, accurate and remember, before pressing send or posting, that it is likely that the information shared can never be eradicated because of archival systems, forwards, retweets, etc.
- Digital activity is very easy to uncover and poses a particular risk in relation to law, such as defamation or libel. This is where a person's reputation or brand is damaged.
- A society's online or social media profile may reference Goldsmiths University as their place of study, but it must be made clear that comments / posts / shares

made by the account holder are made in a personal capacity only. Students should include a simple and visible disclaimer for clarity such as: "The views I express are mine alone and do not reflect the views of my place of study".

- It is the responsibility of students to read and act in accordance with the principles of this policy. It is also the responsibility of students to read and act in accordance with the rules and guidelines set out by individual Social Media, Social Networking and Website Hosting companies and providers.

Individual's responsibility: You will not...

- Do anything that could be considered discriminatory against, or bullying or harassing of, any individual e.g. making offensive or derogatory comments relating to sex, gender, race (including nationality), disability, sexual orientation, religion or belief or age
- Publish, circulate or solicit images or other content that is sexuallly explicit or illegal
- Bring discredit to the Union in any way e.g. by insulting fellow students or other individuals; making/sharing defamatory or offensive comments about individuals or groups; liking/posting/sharing/linking to images or other content that is inappropriate, sexually explicit or illegal.
- Breach copyright: e.g. by using someone else's images or content without permission, or by failing to give acknowledgement where permission has been given to reproduce. This means, for example, not posting articles or pictures scanned from newspapers or magazines. Posting such content may result in legal action by the copyright owner.
- Breach confidentiality: for example, by revealing confidential information owned by the University; posting confidential information about an individual, business or other organisation; posting contact details, pictures or personal details of other students or members of staff or members of the public without their prior permission. Students must seek prior advice from their Course Director or the Students' Union if unclear about what information might be deemed confidential. Further information on the responsibilities of students in relation to data

Breaches of the Policy

Goldsmiths Student Union reserves the right to request the removal of content from an official social media account and/or from a personal account if it is deemed that the account or its content breaches this policy.

In the instance of severe breaches of the policy the Union reserves the right to take disciplinary action or to escalate to the University.

Goldsmiths Students' Union Rights

This means the right to ensure that social media does not produce material that contravenes any SU policy, agreement or ethical stance; or to ensure that social media does not produce anything which may pose a reputational or financial risk to the Union or the University.

Support and Training

We want to make sure you are supported at all times throughout the role. In this section of the handbook, we've put together some training and induction, and other support avenues and information for you.

Training

As part of your induction, you'll need to complete a couple of important training sessions. These include:

- ☐ 1 x Induction session (before you start your role)
- ☐ 1 x Safeguarding & Signposting session (before you start your role)
- ☐ 1 x Active Bystander Workshop session (within the first term)

Below, you will find a breakdown of what each session will contain.

Induction Session for SSCs, DSCs and PGRs

This is required of SSCs, DSCs and PGRs, however Course Reps are invited to join as well.

This objectives of this session is:

- To introduce you to your role
- Build clear understanding of the role of a DSC
- To better understand the role of the SU and how we can support you
- To learn how to be an effective advocate for other students
- To understand different ways of gathering student voice/feedback
- To learn ways to influence and make changes for the better

Some of the things we will dive deeper into include:

- Your role as Academic Rep
- Democratic Structure of the SU
- Education Committee
- Your Rep Team
- Planning Meetings
- The Feedback Loop
- Staff-Student Forms
- Making Positive Change
- Case Studies
- Admin things, such as: DSC Time Commitment, Payments, etc.

This is an essential induction session to your role. It will also cover some information found in this Handbook and be a space for any questions or initial conversations. In the "Appendix" of this Handbook, you will find a space you can use to take notes during the session if you wish to, so that all the information can be kept in an all-in-one place for your future reference.

Induction Session for PTOs

Some content this session will cover includes:

- To introduce you to the SU
- Your liberation network and your role
- Governance structures at the SU and the Liberation Committee
- Key contacts, skills, and responsibilities
- Any existing campaigns

This is an essential induction session, and will be separate from the induction for Academic Reps. It will also cover some information found in this Handbook and be a space for any questions or initial conversations.

Safeguarding & Signposting

This is required of all PTOs, SSCs, DSCs and PGRs. Course Reps are invited to join as well.

Goldsmiths SU is committed to ensuring the safety of everyone involved in its activities and aims to provide a safe environment for all students and staff at the SU.

Everyone has the right to learn, work, attend events and get involved in the Union in a positive environment that is free from harm and all forms of prejudice, harassment, discrimination and bullying. Safeguarding and care is everyone's responsibility. This session is essential to make sure you are well-equipped, informed and supported, especially if students approach you to make any kind of disclosure.

You can find the Safeguarding & Signposting Resource Pack in the "Appendix" of this Handbook.

Active Bystander Workshop

This is required of all PTOs, SSCs, DSCs and PGRs. Course Reps are invited to join as well.

The Active Bystander Workshop is run by the CARE Project at the Students' Union. CARE is a student-led culture change initiative by Goldsmiths SU, campaigning for change through Education, Advocacy and Policy work. Formerly known as the Against Sexual Violence (ASV) project, the CARE Project continues to build survivor-centred and trauma-informed action against sexual violence. We aim to dismantle cultures of disbelief at Goldsmiths and beyond.

As Student Reps, you are part of a network of student leaders who lead and represent a community of students. Active Bystanding skills are important to have, to ensure events and spaces are safe for everyone. Keeping our spaces and each other safe is everyone's responsibility.

Our Active Bystander Workshop is a student-led discussion space to learn techniques on becoming an Active Bystander and promoting a culture of consent on campus.

You will be invited to join one of our student-led workshops which aim to provide you with the tools and techniques to become an Active Bystander. These interactive and trauma-informed sessions combine group discussion with relevant case studies and video content. Sessions include:

- What it means to be an active bystander including potential aids and barriers to intervention
- Dispelling myths of sexual violence
- Implementing active bystander behaviours to possible scenarios

You will receive an email in due course to join a session. If you would like to find out more or have any questions ahead of that, please email the CARE Team at bystander@goldsmithssu.org.

Support

Like all roles, there can be ups and downs to this work. Being a Student Rep can be interesting and fun, but can also be challenging and difficult at times. We are here to support you.

Need to chat?

Sometimes, the going can get tough. Whether it is academic pressure, personal problems, balancing personal commitments, role and academic responsibilities, it's okay to not be okay, and we want you to know that you don't have to face these challenges alone. We want to offer a safe, supportive space where you can talk about your feelings, fears, and concerns. Our team is here for you, to provide a safe and non-judgmental space to support you in the way you need, whether that's a listening ear or offering guidance.

If you're feeling overwhelmed or simply need someone to talk to, don't hesitate to reach out to us. You can reach out to any one that you feel comfortable speaking with.

We understand that seeking help can be difficult. This is a brave and important step you're taking. You may feel more comfortable with an initial informal chat with our Sabbatical Officer team, who are students just like you. To speak to the Sabbatical Officer team, email sabbs@goldsmithssu.org. You can also reach out to our Membership and Student Voice team. Drop an email to our Student Engagement Manager Rhiannon at rhiannon@goldsmithssu.org. If something is affecting your own education or student experience, you can reach out to our SU Advice team via this form or at advice@goldsmithssu.org. You may want to speak to the Full Time Sabbatical Officers first for an informal chat. We want to help you navigate this together.

Campus Support Officers (hyperlinked) at the College can be reached at 020 7919 7284 or by emailing campus-support@gold.ac.uk. In the next page, you will find a directory of internal and external support services as well.

Support Services

Emergency & Crisis

For crime, safety, fire, medical emergencies and immediate risk of harm	Call 999 and ask for the Police, Ambulance or Fire Brigade. Find your nearest Accident & Emergency (A&E) at this link. The nearest A&E to campus is University Hospital Lewisham at Lewisham High Street, London SE13 6LH, contact number 020 8333 3000. If you are on campus, you can also reach out to: ● Campus Security (hyperlinked) - Call **020 7919 7105**, in operation 24 hours a day, seven days a week. Security is based in the Library, Loring Hall and the front of the Richard Hoggart Building. ● Campus Support Officers (hyperlinked), also known as CSOs - Call **020 7919 7284** for support out-of-hours. CSOs are also based at Loring Hall (St James's, London SE14 6AD). Please do not hesitate to seek support.
Mental Health Crisis	If you feel worried about the thoughts, feelings or behaviour you are experiencing, feel suicidal and worry that you can no longer keep yourself safe, please seek support immediately. ● Call 999 for emergency support. ● Urgent Mental Health Line ○ Call 0800 731 2864 for the NHS 24-hour Urgent Mental Health Line if you live in Lewisham, Lambeth, Southwark or Croydon boroughs. ○ Call 0800 330 8590 if you live in Greenwich, Bexley and Bromley boroughs. ○ For other areas, find your local Urgent Mental Health Line here (hyperlinked). ● The Samaritans (hyperlinked) - call 116 123 for support 24 hours a day, 365 days a year. ● CALM - call 0800 58 58 58 or access their webchat (hyperlinked) for support, 5pm–midnight, 365 days a year.
NHS Non-Emergency	Call 111 or use the 111 Online service at https://111.nhs.uk/ if you experience a medical problem that you do not feel is an emergency, if you are unsure which healthcare support to access or if you need medical help out-of-hours.
For crime and safety on transport e.g. sexual harassment on the train	Call 0800 40 50 40 Text 61016 Or report via https://www.btp.police.uk/

On Campus & In University

If you meet with issues accessing any university service, you can also reach out to the Student Union sabbatical officers via email to sabbs@goldsmithssu.org, or SU Advice service, for advocacy.

SU Advice Service	• Visit https://www.goldsmithssu.org/advice/ • Fill in this form (hyperlinked) • Look out for when drop-in sessions are scheduled.
SU Sabbatical Officers	• Email: sabbs@goldsmithssu.org
Other SU Team Contacts	Find emails linked here: https://www.goldsmithssu.org/about-us/our-team/
Campus Security	• Call **020 7919 7105**, in operation 24 hours a day, seven days a week. Security is based in the Library, Loring Hall (St James's, London SE14 6AD) and the front of the Richard Hoggart Building.
Campus Support Officers	• Campus Support Officers (hyperlinked) (CSOs) - Call **020 7919 7284** for support out-of-hours. CSOs are also based at Loring Hall (St James's, London SE14 6AD).
Wellbeing Service	• For information on the Wellbeing service, visit: https://www.gold.ac.uk/students/wellbeing/wellbeing-service/ • To book a Wellbeing appointment, fill in this form.
Financial Support	• Apply for the Student Hardship Fund • For information on Financial Support, visit: https://www.gold.ac.uk/students/financial-support/ • For information on Fees and Funding Support, visit: https://www.gold.ac.uk/students/fee-support/ • Visit the Scholarship finder: https://www.gold.ac.uk/fees-funding/scholarships/
Disability Service	• For information on the Disability service, visit: https://www.gold.ac.uk/students/disability-support/ • To book a Disability support appointment, fill in this form (hyperlinked).
Accessibility on Campus	• For access to or issues in buildings and rooms, contact estates@gold.ac.uk or call 020 7919 7121. • For everything else contact the Disability Service (hyperlinked).
University Accommodation	• Contact the Goldsmiths Accommodation team at: https://www.gold.ac.uk/accommodation/contact/ • Campus Support Officers (CSOs) - Call **020 7919 7284** for support out-of-hours. CSOs are also based at Loring Hall (St James's, London SE14 6AD). Visit this page (hyperlinked) for more information.

	• For private accommodation advice, contact the University of London Housing Services. For contact information, visit this page (hyperlinked).
School Hubs and Registry	To contact the School Hubs and Registry teams, fill in this Student Enquiry Form (hyperlinked). To access the form, you may need to log into your campus.goldsmiths.ac.uk account. • Arts and Humanities Hub ○ Departments: Art; Design; English and Creative Writing; Music; Theatre and Performance; Visual Cultures. ○ Venue: Warmington Tower, ground floor ○ Telephone: 020 8228 5550 • Culture and Society Hub ○ Departments: Anthropology; History; Law; Media, Communications and Cultural Studies; Politics and International Relations; Sociology. ○ Venue: Professor Stuart Hall Building, 2nd floor ○ Telephone: 020 8228 5550 • Professional Studies, Science and Technology Hub ○ Departments: Computing; Educational Studies; Institute for Creative and Cultural Entrepreneurship; Institute of Management Studies; Psychology; Social, Therapeutic and Community Studies. ○ Venue: Margaret McMillan Building, 1st floor ○ Telephone: 020 8228 5550 For more information, visit: https://www.gold.ac.uk/students/school-hubs/ The SU Advice Service can help you before, with and throughout these processes. Contact the SU Advice Service (hyperlinked), and look out for drop-in sessions. You can also email the sabbatical officers at sabbs@goldsmithssu.org.
Extenuating Circumstances	The SU Advice Service can help you before, with and throughout these processes. Contact the SU Advice Service (hyperlinked), and look out for drop-in sessions. You can also email the sabbatical officers at sabbs@goldsmithssu.org. • For more information on what Extenuating Circumstances are and its policies, visit: https://www.gold.ac.uk/students/processes/mitigating-and-extenuating-circumstances/ • To apply for Extenuating Circumstances, follow the instructions at this link (hyperlinked).
Appeals and Complaints	The SU Advice Service can help you before, with and throughout these processes. Contact the SU Advice Service (hyperlinked), and look out for drop-in sessions. You can also email the sabbatical officers at sabbs@goldsmithssu.org.

	• For information on the Appeals and Complaints processes, visit: https://www.gold.ac.uk/students/appealsandcomplaints/ • For Academic Appeals, visit: https://www.gold.ac.uk/students/appealsandcomplaints/academicappeals/ • For Student Complaints, visit: https://www.gold.ac.uk/students/appealsandcomplaints/studentcomplaints/ • For Industrial Action Complaints, visit: https://www.gold.ac.uk/students/appealsandcomplaints/industrial-action-complaints/
Immigration Advice Service	• For more information from the Immigration Advice team, visit: https://www.gold.ac.uk/immigration/ • To contact the Immigration Advice team, visit: https://www.gold.ac.uk/immigration/contact/ • To book an appointment, use this form (hyperlinked).
IT Support	• For more information on IT and Digital Services, visit: https://www.gold.ac.uk/it/ • For help with printing, visit: https://www.gold.ac.uk/it/printing/ • For help with wifi, visit: https://www.gold.ac.uk/it/wifi/ • For help with equipment loans, visit the IT Service Desk at the first floor of the library. More information is available at: https://www.gold.ac.uk/it/equipment-loans/ • Contact the IT Service Desk ○ Venue: First Floor, Library ○ Opening hours: Monday - Friday, 9am to 5pm ○ For live chat and more info, visit: https://www.gold.ac.uk/it/service-desk/
Library Support	• To search the library, visit: https://www.gold.ac.uk/library/ • To book a study room in the library, visit: https://www.gold.ac.uk/library/using/book-a-study-room/ • Contact the library ○ Opening hours for Library spaces: 24 hours ○ Opening hours for Library Help Desk: ■ Monday - Friday, 9am - 6pm ■ Saturday - Sunday, closed ○ Telephone: 020 7919 7189 ○ Email: library@gold.ac.uk ○ For live chat and more contact information, visit: https://www.gold.ac.uk/library/contact/
Careers Service	• For more information from the Careers Service, visit: https://www.gold.ac.uk/careers/ • Contact the Careers Service ○ Opening Hours: Monday to Friday 9.30am - 4.30pm ○ Telephone: 020 7919 7137 ○ Email: Careers@gold.ac.uk ○ Access job search and more services at this link

	(hyperlinked).

A to Z External Support and Resources

Content Warning: This list of external support services does contain mention of issues of violence, abuse and harm. Please practise self care.

As Goldsmiths students, remember You can reach out to the Student Union sabbatical officers via email to sabbs@goldsmithssu.org, or SU Advice service (hyperlinked), for help and advocacy. You can also reach out to the Goldsmiths Disability Service (hyperlinked) and Wellbeing Service (hyperlinked) for support.

Advice	• University of London Housing Services for advice on housing and contracts. • Citizens Advice Bureau for free, independent, confidential and impartial advice on a wide range of issues • Advice Now offers information on rights and the law in England and Wales • Hub of Hope UK runs a searchable directory of support services based on location. • Helplines Partnership for a directory of helplines searchable by topic and area.
Affected by Crime	• Victim Support for confidential, impartial and free advice and support for victims of crime and traumatic incidents. Operates a supportline and live chat.
Bereavement or Grief	• At a Loss UK runs a directory of services and resources supporting people struggling with grief. • The Good Grief Trust supports people struggling with grief. • Cruse Bereavement Support for people struggling with grief. • Gingerbread provides support for single parents. • Child Bereavement UK for support when a child grieves or when a child dies. • Survivors of Bereavement by Suicide (SOBS) offers emotional and practical support for anyone affected by suicide.
Bullying	• Bullying UK (part of Family Lives) provides advice and support to people experiencing bullying in different contexts. • The National Bullying Helpline offers advice and support to those impacted by bullying.
Carers	• The Children's Society offers information to young carers. • The Carers Trust offers advice for young carers or young adult carers. • Carers UK provides expert information, advice and support for carers.
Counselling	• NHS Talking Therapies for counselling services on the NHS. If you are registered with a GP in the borough of Lewisham, for example the Amersham Vale Practice, you can self refer to Lewisham Talking Therapies here. More information on counselling on the

	NHS can be found here. • The Mix offers counselling services for people under 25. • Mind runs a free infoline for information on mental health support, treatment options and advocacy services. Mind also runs a Legal line providing legal information and general advice on mental health related law. • The SEEAC has a list of language-accessible, community-specific mental health support services. • The Muslim Youth Centre provides confidential, faith and culturally sensitive support over the phone, live chat, whatsapp or email. • MindOut is a mental health support organisation for the LGBTQIA+ community.
Disability	• Disability Rights UK provides information, support resources and helplines. • Scope offers practical advice and emotional support.
Eating Disorders	• Beat Eating Disorders offers help, advice and support for anyone whose life is affected by eating disorders
Exam Stress	• This article by the Goldsmiths Wellbeing team may provide some advice and insight. • London Nightline is a support service by students for students, available at (+44)207 631 0101, from 6pm to 8am every term night. London Nightline also regularly looks for volunteers. • The Imperial College Health Centre has some helpful information on managing exam stress.
Finances	Please visit the Goldsmiths Hardship Fund and Goldsmiths Cost of Living Bursaries a first port of call. The following services may not be accessible to international students. Please reach out to the SU team if you are an international student in a specific financial situation and require support. • MoneyHelper for student and graduate money information. • StepChange is a charity offering debt advice. • Student Finance England for student finance information for Home students. Separately, as a resource: • Budget Calculators - this list has information on budget calculators you can use. This article has advice on budgeting as a student.
General Health	• Amersham Vale Practice is the GP Practice that works closely with Goldsmiths. Register as a patient here. You can use the e-consult system to consult a GP during the form's opening times. For out of hours support, use the AskFirst app or NHS 111. • The NHS website has information on health and medicines. • Patient has health-related resources.

Homelessness	• The Lewisham Food Bank provides emergency food and support. • Shelter helps people struggling with bad housing or homelessness through advice, support and legal services. Please reach out to the Goldsmiths Wellbeing Service and the SU Advice team if you need help. Campus Support Officers are available at **020 7919 7284** for support out-of-hours. They are based at Loring Hall (St James's, London SE14 6AD).
Housing and Council Tax	• Council Tax Student Exemption: You should not receive council tax bills if you live in student accommodation. Please speak to the Goldsmiths Accommodation Service, or the reception of your accommodation, if you do. As a full time student, you are entitled to exemption from council tax for the period that you are a full time student. If you do get a council tax bill, you can apply for an exemption. If you live in the Borough of Lewisham, click here to apply for student exemption. For all other boroughs, use this to find where you should apply for student exemption. In Private housing, households where everyone's a full-time student do not have to pay Council Tax. You'll get a Council Tax bill if there's someone in your household who's not a full-time student, but your household might still qualify for a discount. ○ This UKCISA page has more information on council tax, particularly useful for international students. • University of London Housing Services - As a Goldsmiths student, you have access to the University of London Housing Services which provides free advice and support if you are renting in the private sector. They are able to check your housing contract and provide legal advice if you meet with issues with the house. Call 020 7862 8880 or email housing@london.ac.uk to book an appointment. • This Citizens Advice page provides information on student housing.
In Care (or know someone in care)	• Childline offers free and confidential support to anyone under 19. • Coram Voice is an advocacy service for children and young people. • Community Integrated Care is a health and social care charity. • The Mix provides mental health support to anyone under 25.
International Students	Please contact the Goldsmiths Immigration Advice Service as a first port of call. You can click here to book an appointment with the team. You can also reach out to the SU sabbatical officer team for advocacy. • The UK Council for International Student Affairs (UKCISA) provides in depth information and advice for international students. Hover over the "Info & Advice" tab on the menu for a dropdown of information. To contact UKCISA for advice, click this link for contact information.
LGBTQIA+ Support	• MindOut provides confidential, independent and impartial mental health support to the LGBTQ+ community.

	• The LGBT+ Switchboard runs a helpline. • Galop runs an anti-abuse helpline for the LGBTQ+ community. • Rainbow Migration supports LGBTQ+ asylum seekers and refugees. • The LGBT Foundation provides support to the LGBT+ community. • Gendered Intelligence is a trans-led charity supporting the trans and non-binary community, • Mindline Trans+ is an emotional and mental health support helpline for anyone identifying as transgender, non-binary and genderfluid. • Metro have resources as well as low-fee LGBT counselling and a Lewisham LGBT mental health drop-in. • The London LGBTQ+ Centre is open throughout the week and hosts events for the LGBTQ+ community.
Mental Health Support	Please contact the Goldsmiths Wellbeing team for support. Campus Support Officers (CSOs) are also available to support you. Call **020 7919 7284** for support out-of-hours. CSOs are based at Loring Hall (St James's, London SE14 6AD). • The Samaritans are available 24/7. Call 116 123. • CALM runs a helpline and webchat available from 5pm to midnight, 365 days a year. Call 0800 58 58 58 or visit the website. • The Mix offers counselling services for people under 25. • Mind runs a free infoline for information on mental health support, treatment options and advocacy services. Mind also runs a Legal line providing legal information and general advice on mental health related law. • SupportLine offers confidential emotional support. • Kooth is an online mental wellbeing community. • The SEEAC has a list of language accessible community-specific mental health support services. • The Muslim Youth Centre provides confidential, faith and culturally sensitive support over the phone, live chat, whatsapp or email. • MindOut is a mental health support organisation for the LGBTQIA+ community. • Depression UK, Anxiety UK, Bipolar UK, OCD Action are some organisations that offer specific resources.
Racism, Discrimination and Hate Crime	• Stop Hate UK runs a helpline and challenges hate crimes and discrimination. • The Monitoring Group is a long-running community-based anti-racist organisation. • Southall Black Sisters run an advice, advocacy and resource centre to women experiencing violence and abuse and other forms of inequality, focusing on the needs of Black and Minority Ethnic women. • On Your Side UK is a racism and hate crime support and reporting organisation for the East and Southeast Asian community • Equality Advisory and Support Service (EASS) • Decolonising the Archive (DTA) runs regular events.

Refugee Support	• The Notre Dame Refugee Centre supports refugees and asylum seekers.
Self Harm	Please do not hesitate to seek support. Call 999 and ask for help. Find your nearest Accident & Emergency (A&E) at this link. The nearest A&E to campus is University Hospital Lewisham at Lewisham High Street, London SE13 6LH, contact number 020 8333 3000. If you are on campus, you can also reach out to: • Campus Security - Call **020 7919 7105**, in operation 24 hours a day, seven days a week. Security is based in the Library, Loring Hall and the front of the Richard Hoggart Building. • Campus Support Officers (CSOs) - Call **020 7919 7284** for support out-of-hours. CSOs are also based at Loring Hall (St James's, London SE14 6AD). You can also reach out to The Samaritans, available 24/7. Call 116 123. For non-emergency resources and support, visit: • Alumina https://selfharm.co.uk/#help • Self-Injury Support for women and girls https://www.selfinjurysupport.org.uk/
Sexual and Domestic Violence/Abuse	The Goldsmiths SU Advice Service is a free, confidential and impartial service available for all students studying at Goldsmiths. Reach out to the SU Advice team for help. If an incident has occurred on Goldsmiths SU grounds or during an SU organised event, please speak to the security and staff members around on the day/night of the event. Our spaces and team are Good Night Out accredited and trained to support you. You may also like to reach out to Goldsmiths SU Advice for support, the Sabbatical Officers for advocacy, and CARE Project team if you have questions around campaigning. Goldsmiths Report & Support is the College's reporting tool for incidences of sexual violence. You may want to meet with the SU Advice team for support before engaging with the Reporting process. Some External Organisations: • National Centre for Domestic Violence is a free, fast emergency injunction service to survivors of domestic abuse and violence regardless of their financial circumstances, race, gender or sexual orientation. Call 0800 970 2070, or text NCDV to 60777 and they will call you back. • nia runs services for women and girls who have been subjected to sexual and domestic violence and abuse, including prostitution. They offer community based services in Hackney, Haringey, Barking and Dagenham, Waltham Forest, Redbridge, Tower Hamlets, Havering, Newham and Brent.

	• Galop runs an anti-abuse helpline for the LGBTQ+ community. • Into The Light offers counselling, information, support and resources for people who have experienced sexual abuse and those that support them. • One in Four specializes in supporting survivors of sexual violence and abuse, and particularly survivors of child sexual abuse and trauma. • Rape Crisis South London (RASASC) runs a 24/7 Rape and Sexual Abuse Support Line. Call 0808 500 2222, open 24/7 every day of the year. • Respond supports people with learning disabilities, autism or both who have experienced violence, abuse or trauma. • The Revenge Porn Helpline supports adult victims of intimate image abuse who live in the UK. • Safeline is a charity that works to prevent sexual violence and abuse, and support those affected to cope and recover. • Sistah Space work with African heritage women & girls who've experienced domestic or sexual abuse or who have lost a loved one to domestic violence. • Southall Black Sisters run an advice, advocacy and resource centre to women experiencing violence and abuse and other forms of inequality. • Survivors UK help sexually abused men as well as their friends and family. • The Athena service, run by Refuge provides confidential, non-judgmental support to those living in the London Borough of Lewisham who are experiencing gender-based violence. • The Asian Women's Resource Centre supports women against gender-based violence, providing support in a range of languages. • The Havens are specialist centres in London for people who have been raped or sexually assaulted. • Women and Girls' Network is a free service run by women, for women in London who have been affected by all forms of violence and abuse. For more external resources, visit this page.
Sexual Health	• Sexual Health London offers free and discreet home STI testing kits and both regular and emergency contraception. • Find your local sexual health clinic here. • Brook provides confidential sexual health and wellbeing support to young people. • The NHS National Sexual Health Line provides confidential advice about sexual health, including information about local centres for STIs. Call 0300 123 7123, Monday to Friday, 9am to 8pm, Saturday and Sunday, 11am to 4pm. • Marie Stopes International (MSI) provides sexual and reproductive healthcare services, including abortion-related information, advice and services. Call 0345 300 8090 for the advice line, available 24 hours a day, 7 days a week. • CliniQ is a trans-led group offering a holistic sexual health, mental health and wellbeing service for all trans people, partners and

	friends.
Suicide	Please do not hesitate to seek support. Call 999 and ask for help. Find your nearest Accident & Emergency (A&E) at this link. The nearest A&E to campus is University Hospital Lewisham at Lewisham High Street, London SE13 6LH, contact number 020 8333 3000. If you are on campus, you can also reach out to: ● Campus Security - Call **020 7919 7105**, in operation 24 hours a day, seven days a week. Security is based in the Library, Loring Hall and the front of the Richard Hoggart Building. ● Campus Support Officers (CSOs) - Call **020 7919 7284** for support out-of-hours. CSOs are also based at Loring Hall (St James's, London SE14 6AD). You can also reach out to: ● The Samaritans, available 24/7. Call 116 123. ● Urgent Mental Health Line ○ Call 0800 731 2864 for the NHS 24-hour Urgent Mental Health Line if you live in Lewisham, Lambeth, Southwark or Croydon boroughs. ○ Call 0800 330 8590 if you live in Greenwich, Bexley and Bromley boroughs. ○ For other areas, find your local Urgent Mental Health Line here. For Suicide Prevention Resources, visit Papyrus. The Zero Suicide Alliance also provides suicide awareness training and resources.
Violence or Abuse	Please do not hesitate to seek support. Call 999 and ask for help. Find your nearest Accident & Emergency (A&E) at this link. The nearest A&E to campus is University Hospital Lewisham at Lewisham High Street, London SE13 6LH, contact number 020 8333 3000. If you are on campus, you can also reach out to: ● Campus Security - Call **020 7919 7105**, in operation 24 hours a day, seven days a week. Security is based in the Library, Loring Hall and the front of the Richard Hoggart Building. ● Campus Support Officers (CSOs) - Call **020 7919 7284** for support out-of-hours. CSOs are also based at Loring Hall (St James's, London SE14 6AD). You can also reach out to: ● Galop runs an anti-abuse helpline for the LGBTQ+ community. ● National Centre for Domestic Violence is a free, fast emergency injunction service to survivors of domestic abuse and violence regardless of their financial circumstances, race, gender or sexual orientation. Call 0800 970 2070, or text NCDV to 60777 and they will call you back. ● Southall Black Sisters run an advice, advocacy and resource centre to women experiencing violence and abuse and other

	forms of inequality. • The Athena service, run by Refuge provides confidential, non-judgmental support to those living in the London Borough of Lewisham who are experiencing gender-based violence. • The Asian Women's Resource Centre supports women against gender-based violence, providing support services in a range of languages. • The Muslim Youth Centre provides confidential, faith and culturally sensitive support over the phone, live chat, whatsapp or email. • Respond supports people with learning disabilities, autism or both who have experienced violence, abuse or trauma.
Work and Volunteering Opportunities	• Goldsmiths Careers Service has a job search page. • Goldsmiths Students' Union: Reach out to the team if you have project ideas you want to start, join or start a society or sports club, or check for SU student-staff openings.

If you become aware of any information regarding these external services, please contact the sabbatical officer team at sabbs@goldsmithssu.org.

Making a Complaint

We know sometimes things can go wrong. Making a complaint can be a difficult and uncomfortable process, but it is an important step towards addressing and resolving any problems.

We are committed to making sure that your complaint is handled effectively, efficiently and with care. If you wish to make a complaint, here's a step by step guide on the process:

1. Identify the Issue: Think about what has happened, why you are unhappy or concerned, and what outcome you would like to achieve. Note these down and send it to the following emails: rhiannon@goldsmithssu.org, cc: democracy@goldsmithssu.org, maheda@goldsmithssu.org, kim@goldsmithssu.org and victoria@goldsmithssu.org.
2. Initial Meeting: The team will respond to you and arrange for an initial meeting with you. This helps us get a better understanding of what has happened, what actions and changes are needed, and what support and resolution should come up.
3. If the complaint is against someone, we will then speak to them to understand their side of the situation.
4. If needed, we may organise a meeting between all parties involved to have a collective conversation.
5. We will send a follow up email around to everyone, summarising agreed actions and deliberations.

Appendix

The Rep Diary

This is also available as a separate document at:
https://docs.google.com/document/d/1Z_xGel60vcOycAWvjORJoHreopyVngmsv9j3H4ZI4Kw/edit?usp=sharing

Full Name	
Role	
Date Role Started/Ended	

Total Hours Worked Each Term *Total should amount to 60 hours i.e. about 20 hours each term	Term 1 - Autumn	
	Term 2 - Spring	
	Term 3 - Summer	

Work Category Key		
SU/College Meetings E.g. DSC SU Monthly Meeting, Department Student-Staff Forum, etc.	Self-Organised Meetings e.g. with SSC, other DSCs, or Course Reps	Other Work & Activities eg. gathering or collating feedback, making surveys, etc.

EXAMPLE TERM				
Work Category Copy from the key above	**Date of Work**	**Work/Meeting Type and What you did**	**Hours** Duration of Work/Meeting	**Remarks**
e.g. *Self-Organised Meetings*	*e.g.* *1 October 2023*	*e.g. Course rep meeting* *-Made agenda, made meeting notes, chaired meeting, sent follow up emails to relevant staff members acting on course rep feedback* *-Was able to support a rep in confronting course leader about unreasonable deadlines*	*E.g.* *Prep on agenda, organisation of meeting time and room booking: 30 mins* *Meeting: 1h* *Post-meeting following up on feedback and contacting relevant staff: 30 mins*	
e.g. *SU/College Meetings*	*e.g.* *1 October 2023*	*e.g.* DSC SU Monthly meeting *-Preparation before meeting,* *-Actions taken from last meeting,*	*E.g.* *Preparation: 30 minutes* *Meeting: 1h* *Post-meeting following up: 30 mins*	
e.g. *Other Work & Activities*	*e.g.* *5 October 2023*	*e.g. Made a survey for students to get feedback on the main struggles faced within the department, how students feel about workload etc.*	*E.g.* *30 mins putting together survey and promoting it to students*	
e.g. *SU/College Meetings*	*e.g.* *10 October 2023*	*e.g.* DSC SU Monthly meeting *-Presented feedback,* *-Outcome achieved, etc.*	*E.g.* *Meeting: 2h* *Preparation: 2h*	
e.g. *Other Work & Activities*	*e.g.* *1 November 2023*	*e.g. Analysing survey results, collating feedback into a document*	*E.g.* *Analysing survey results: 1h* *Collating feedback into a document and sending to the SU: 2h*	
e.g. *Self-Organised Meetings*	*e.g.* *3 October 2023*	*e.g. Course rep meeting*	*E.g. Meeting: 2h*	

Please refer to the example term above on how to fill in the Rep Diary. Feel free to add more rows as you need them.

TERM 1				
Work Category Copy from the Work Category Key above	**Date of Work**	**Work/Meeting Type and What you did**	**Hours** Duration of Work/Meeting	**Remarks**

TERM 2				
Work Category Copy from the *Work Category Key* above	**Date of Work**	**Work/Meeting Type and What you did**	**Hours** Duration of Work/Meeting	**Remarks**

TERM 3				
Work Category Copy from the Work Category Key above	**Date of Work**	**Work/Meeting Type and What you did**	**Hours** Duration of Work/Meeting	**Remarks**

Reflections How did you find your role? Did you feel supported? What are some skills and learnings you will take away from this experience?

SSC, DSC, PGR Invoice

Please find the invoice template here: Invoice Template New (1).pdf
https://drive.google.com/file/d/1-RwCboldIdaM9ghWjHCkpH68uAIkCbOh/view?usp=share_link

How to fill in the invoice?

You will need to submit an invoice once every term.

Step 1 Open the document linked above and download it.
Fill in your Full Name, Address, Telephone and Email Address in the boxes at the top.

Step 2 In the blue table, fill in the Date and Details of the work you did in the term according to your Rep Diary.

For example: **1 x <Work Category> - <number of hours>**

Full Name	Your Name
Address	Your Address
Telephone	Your Phone Number
Email Address	YourCollegeEmail001@gold.ac.uk

Date	Nominal Code	Dept Code	Details	VAT Code	Net Amount	VAT	Gross Amount
1/10			1 x SU/College Meeting - total 1 hour 1 x Other Work & Activities - total 2 hours				
3/10			1 x Other Work & Activities - total 1 hours				
7/10			1 x Self-Organised Meeting - total 2 hours				
11/10			1 x SU/College Meeting - total 2 hour 1 x Other Work & Activities - total 2 hours				
13/10			1 x Other Work & Activities - total 1 hours				
15/10			1 x Self-Organised Meeting - total 2 hours				
17/10			1 x Self-Organised Meeting - total 2 hours				
23/10			1 x SU/College Meeting - total 2 hour 1 x Other Work & Activities - total 2 hours				

Sub Total		
Vat		
Grand Total		

Step 3 Copy and paste the corresponding table from your rep diary. I.e. if it is your invoice for term 1, copy your Term 1 table from the Rep Diary and paste it into your invoice document.

Step 4 Submit to maheda@goldsmithssu.org

Safeguarding & Signposting Resource Pack

This is available as a separate document at https://docs.google.com/document/d/1Bc8lx1vbr6iSICPphPjCXfpjY4iFHuauKpYG258llAA/edit?usp=sharing.

Getting Organised

About Me

Name	
Student Number	
Student Email	
Any Other Emails	
Course	
Department	
My Role	

My Key Contacts

School Student Coordinators (SSCs)					
School of Arts and Humanities (AH)		School of Culture and Society (CS)		School of Professional Studies, Science and Technology (PSST)	
Name:		Name:		Name:	
Email:		Email:		Email:	

My Department Student Coordinators (DSCs)		
Level/Details (delete where applicable)	**Name**	**Email**
UG/PGT/PGR Part time/Full time OR Pathway (*if applicable*): _____		
UG/PGT/PGR Part time/Full time OR Pathway (*if applicable*): _____		

UG/PGT/PGR Part time/Full time OR Pathway (*if applicable*): _____		
UG/PGT/PGR Part time/Full time OR Pathway (*if applicable*): _____		
UG/PGT/PGR Part time/Full time OR Pathway (*if applicable*): _____		
UG/PGT/PGR Part time/Full time OR Pathway (*if applicable*): _____		

My Departmental Staff Contacts		
Title	**Name**	**Email**
My Head of School School: _____		
My Personal Tutor		
My Course Convener(s)		

Key SU Contacts		
Title	**Name**	**Email**
Education Officer		education.officer@goldsmithssu.org For all sabbatical officers: sabbs@goldsmithssu.org
Student Voice Coordinator	Maheda	maheda@goldsmithssu.org
Student Voice Coordinator	Kim	kim@goldsmithssu.org
Student Engagement Manager	Rhiannon	rhiannon@goldsmithssu.org
Policy Advisor	Mana	mana@goldsmithssu.org

My Course Reps			
Course	**Details** • UG/PG • Part/Full Time • Pathway (if applicable)	**Name**	**Email**

Induction Session Notes

