



# Rep Training

## 2025

Congrats on being elected!  
Welcome to training!

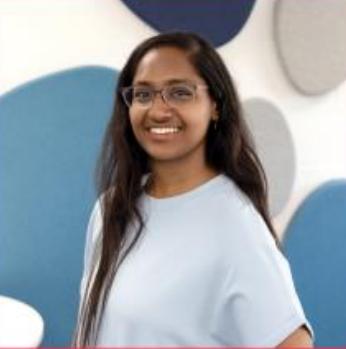
# Your Students' Union

ARU Students' Union is run by 6 annually elected officers.



**ROHAN RAJESH**

President  
[president@arunion.co.uk](mailto:president@arunion.co.uk)



**JEENA THOMAS**

Education Officer  
[education@arunion.co.uk](mailto:education@arunion.co.uk)



**RAMEES NAZAR**

Activities and Opportunities Officer  
[activities@arunion.co.uk](mailto:activities@arunion.co.uk)



**GAWDHAM MELATH**

International and PGR Officer  
[international@arunion.co.uk](mailto:international@arunion.co.uk)



**ROSHAN LAL**

Welfare and Liberation Officer  
[welfare@arunion.co.uk](mailto:welfare@arunion.co.uk)

Your main points of contact with the SU will be your campus' Academic Representation Coordinator.

These are full-time staff members whose job is to elect, train, and support Course Reps like yourself.

You may also work with your elected Faculty Reps, who are students elected to champion representation in your faculty.



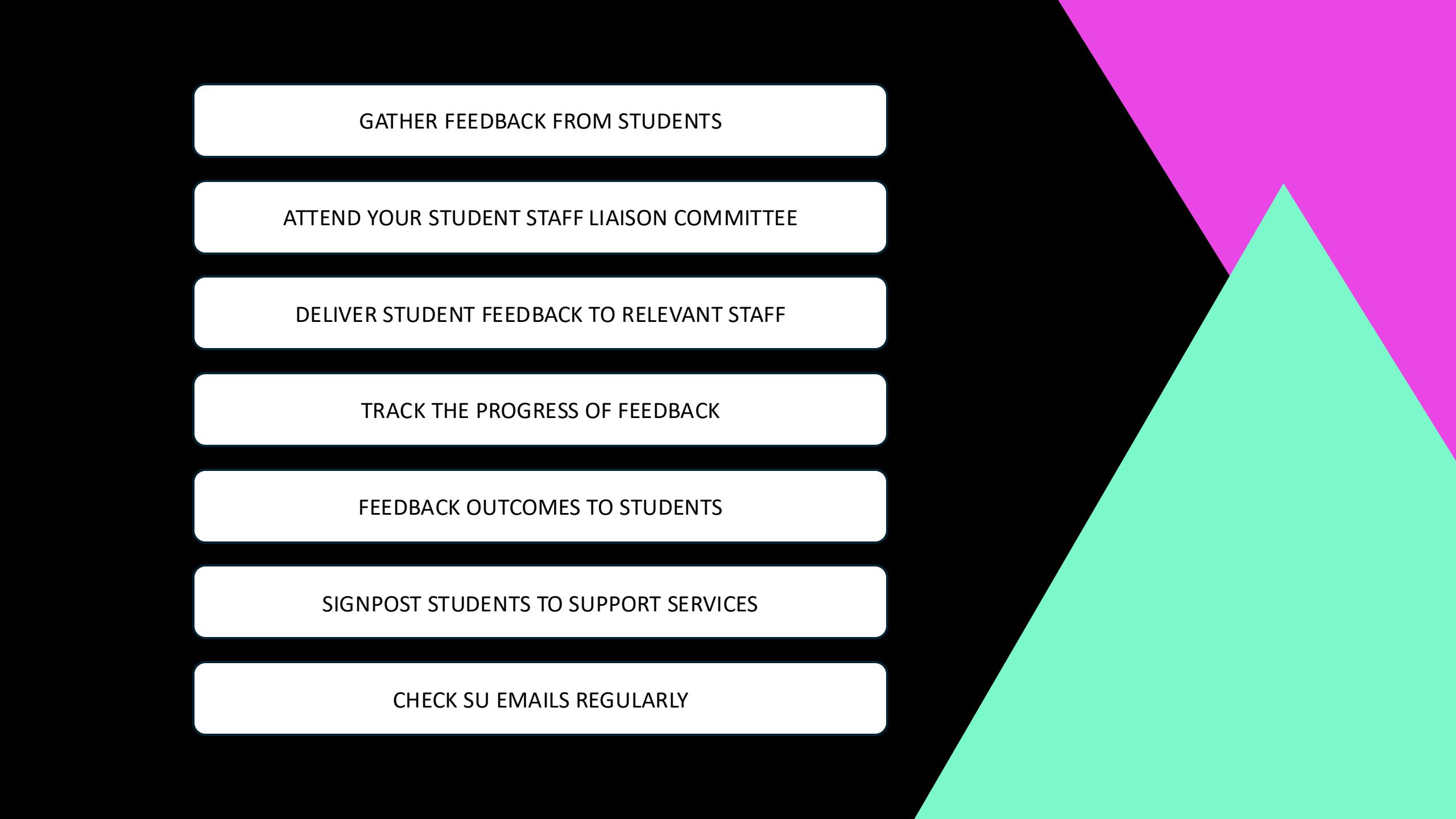
Nicola Boyd (she/her)  
Chelmsford



Tom Heald (he/him)  
Cambridge



# Being A Course Rep: Things You Must Do



GATHER FEEDBACK FROM STUDENTS

ATTEND YOUR STUDENT STAFF LIAISON COMMITTEE

DELIVER STUDENT FEEDBACK TO RELEVANT STAFF

TRACK THE PROGRESS OF FEEDBACK

FEEDBACK OUTCOMES TO STUDENTS

SIGNPOST STUDENTS TO SUPPORT SERVICES

CHECK SU EMAILS REGULARLY

# So, What Is Feedback?

**Feedback is a comment,  
positive or negative, that  
can be used as a basis for  
improvement.**

## FEEDBACK IS:

- Solution focused
- Based on consensus
- Can be praise
- Can be a new idea
- Can be critical
- Should be constructive
- Could be a mix of positive and negative

## FEEDBACK IS NOT:

- A chance to just complain
- A way to raise personal matters
- A way to further individual issues
- A chance to name and shame someone

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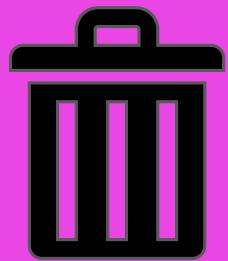
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# Keep, Stop, Start



## Keep

Things students like and would like to continue.



## Stop

Things students find detrimental and would like to cease.



## Start

New ideas that students would like to see implemented.

# Methods for Gathering Feedback

- Create a WhatsApp or Facebook Group (make sure to include everyone!)
- MS Teams/Zoom meetings
  - In-person meetings
- Canvas discussion pages (remember your module & course leaders will see these!)
- Email your coursemates on the Rep Hub

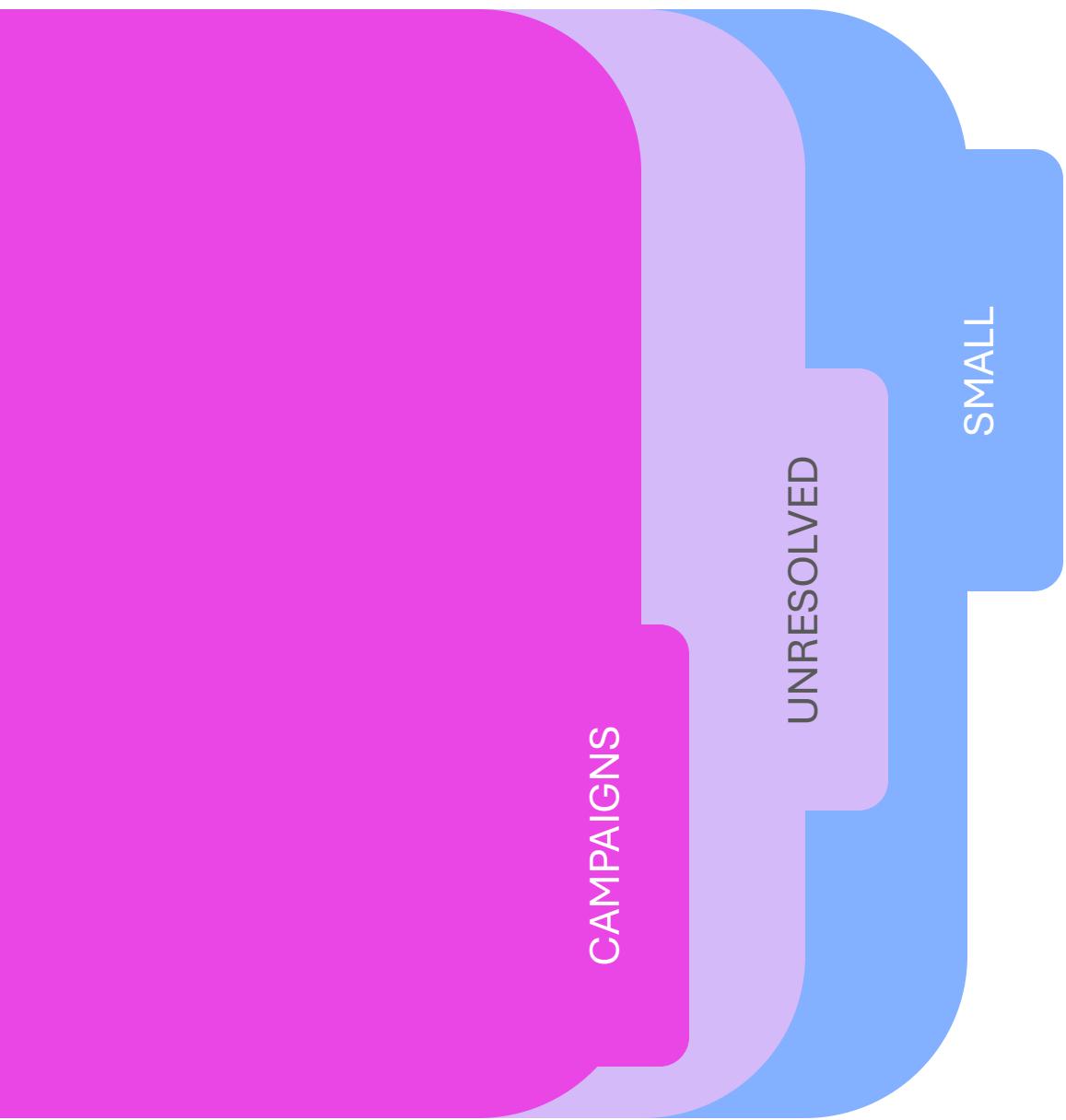
- Take 5 minutes at the start or end of teaching to talk to your coursemates/introduce yourself
  - Online polls
- Share a piece of feedback with the class and ask for a show of hands for agreement or disagreement

# Tips for Gathering Feedback

- Adapt to the needs of your group
- Explain your role to your coursemates – they might never have had a rep before!
- Ensure students know why they're giving feedback, where it is going, and how you'll keep them in the loop.

- Ask open questions
- “What did you think of that assessment?”
- “Do you think this module guide makes sense?”
- “How do you find the classrooms here?”

# Where Should You Take Feedback?



# Where Should You Take Feedback?

CAMPAIGNS

UNRESOLVED

SMALL

Small, easily fixable course issues?

Take these issues to your Course Leader; your Academic Rep Coordinator can help you set up a meeting with them.

e.g. “Could slides be uploaded to Canvas ahead of the lectures?”

# Where Should You Take Feedback?

CAMPAIGNS

Unresolved items or something that needs more discussion?

Take these to your Student Staff Liaison Committee.

e.g. “A lot of students on this course are commuters; can we take this into consideration for TRI2 timetables?”

UNRESOLVED

# Where Should You Take Feedback?



Jo Bunkle (she/they)

Ideas for campaigns or non-course changes?

Talk to the SU's Liberation & Campaigns Coordinator to put your ideas into action!

e.g. “Student rent is really high!  
Who/how can I lobby about this?”

# What Is The SSLC?

Student Staff Liaison Committees (SSLCs) are trimesterly meetings between university staff and Course Reps.

You'll receive an invitation from an admin to these meetings; you must confirm your attendance and attend even if you don't feel like you have feedback to share – you're the most valuable part of the conversation, it can't happen without you!

The purpose of an SSLC is to

- Receive Course Rep reports
- Discuss course delivery and changes
- Discuss student support
- Hear from student support services like the Library, technical offices, Students' Union, etc.



## Student Staff Liaison Committee (SSLC)

**Faculty:** Health, Education, Medicine & Social Care

**School:** Allied Health

**SSLC:** Paramedic Science

**Date:** 10<sup>th</sup> July 2024: 2pm-4pm, via Teams

### AGENDA

1. **Welcome and Apologies**
2. **Minutes of the previous meeting**  
To ratify the minutes from the previous meeting
3. **Matters Arising**  
To **note** the action plan from the minutes of the previous meeting and to **receive** any updates and additional information provided by members.
4. **Chair's Report**  
To **receive** a verbal update from the Course Team Review Meetings and any other relevant business.
5. **Student Matters**  
To **receive** and **discuss** written reports from Student Representatives (What the course(s) should keep doing/stop doing/start doing):

The following themes can be included as appropriate:

- Quality of teaching (teaching methods and curriculum content)
- Assessment (deadlines, feedback and balance of activities)
- Academic support and skills development (e.g. employability)
- Organisation and management (timetabling and communication)
- Learning resources
- Personal tutoring
- Course specific (placements, fitness to practice)
- Facilities

# The Feedback Form

You will be sent a feedback form to fill out before your SSLC; you can also download it from the Rep Hub.

You can send this to the administrator before the meeting and use it to keep track of your feedback during the meeting.

There is a list of feedback themes on the feedback form; you can use these to ask for feedback on specific areas, e.g:

- Do you think we had enough support on that assessment?
- How is placement going for you?
- Can you access resources on Canvas easily?



## REPORT TO STUDENT STAFF LIAISON COMMITTEE (SSLC) ON **INSERT Date DD/MM/YYYY**

Name	INSERT First name and Last name
Year of study	INSERT Year of study
Course	INSERT Name of course

### Themes

- Quality of teaching including teaching methods, pace, ~~ppts~~ and curriculum content
- Assessment including deadlines and submission, adequacy of formative feedback and the type and balance of assessment activities
- Support and skills development including employability, study skills plus, international support and other personal development opportunities
- The inclusivity of the course, including hidden or unexpected course costs, accessibility of teaching and materials, SORAs and EDI
- Organisation and management including timetabling and communication
- Learning Resources and Platforms including the library, lecture recording, trips, Canvas and other teaching / learning resources
- Placements including PADs and PODs, trust specific issues, transport and costs, and mentors
- Facilities including ~~wifi~~, learning spaces, communal areas, bathrooms, catering etc
- Student Voice including the rep system, surveys, data collection and staff responsiveness
- Other student experience including wider non-course specific issues such as sustainability, community building and induction / welcome

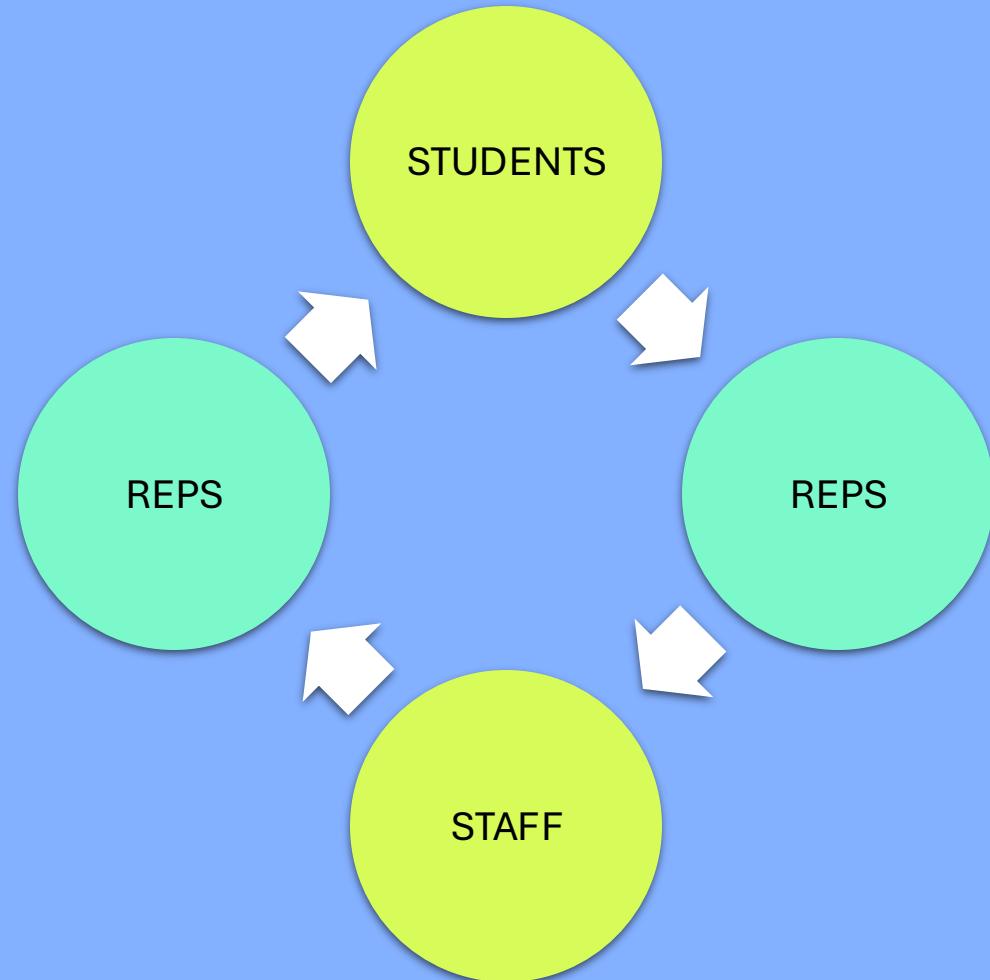
What should the course 'keep' doing?	Theme
--------------------------------------	-------

# The Feedback Loop

Don't forget to always close the feedback loop. You should do this even if you don't get your desired outcome.

The students you represent won't know about the impact of their feedback unless you tell them.

Don't forget to talk to your Academic Rep Coordinator too; we can help with problems or celebrate your wins with you. You could even be nominated for Rep of the Month or Rep of the Year!





# Being A Course Rep: Things You Could & Should Not Do

# You Could...

## SIT ON DISCIPLINARY OR APPEALS PANELS

Be trained to take a role as a panel member at an appeal hearing.

## REPRESENT STUDENTS AT ARU COMMITTEES

Provide a student perspective in meetings about a variety of topics affecting students.

## TAKE PART IN SURVEYS AND FORUMS

Submit responses to surveys or attend forums hosted by the SU or ARU.

## HELP GET NEW COURSES APPROVED

Review requests for new courses in your faculty.

## START A COURSE BASED SOCIETY

Work with the SU to create and run a course based society for you and your peers.

## CO-CHAIR MEETINGS

We can provide training on co-chairing SSLCs. Ask your Academic Rep Coordinator!

# You Should Not...

DEAL WITH STUDENTS' PERSONAL ISSUES

HELP STUDENTS WITH PERSONAL FORMAL PROCESSES

REPRESENT OTHER COURSES

MAKE ON THE SPOT DECISIONS ON BEHALF OF STUDENTS

WAIT FOR STUDENTS TO GET IN TOUCH

PRIORITISE YOUR REP ROLE OVER YOUR STUDIES

# Signposting



## SU Advice

- Exceptional Circumstances
- Complaints
- Academic offences



## Study Skills+

- Assignment help
- Skills workshops



## Money Advice

- Tuition fees
- Living costs
- Banks and savings



## iCentre

- Mitigation
- Withdrawal
- Timetable changes



## Counselling & Wellbeing

- Mental health
- Emotional support

# Signposting



## International Office

- Visa questions
- Expenses
- Visa advice



## Employability

- Graduate jobs
- CV building
- Volunteer work



## Disability & Dyslexia Service

- Accessibility
- Additional benefits
- Reasonable adjustments

**If you're ever in doubt, reach out to your Rep Coordinator!**



# Assessment

Let's see what you've learned!

Validating...

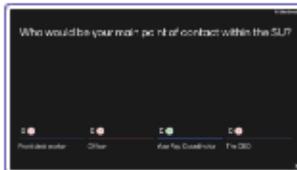
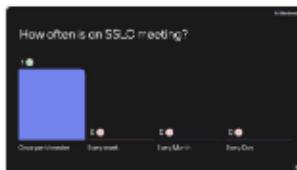


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Quiz

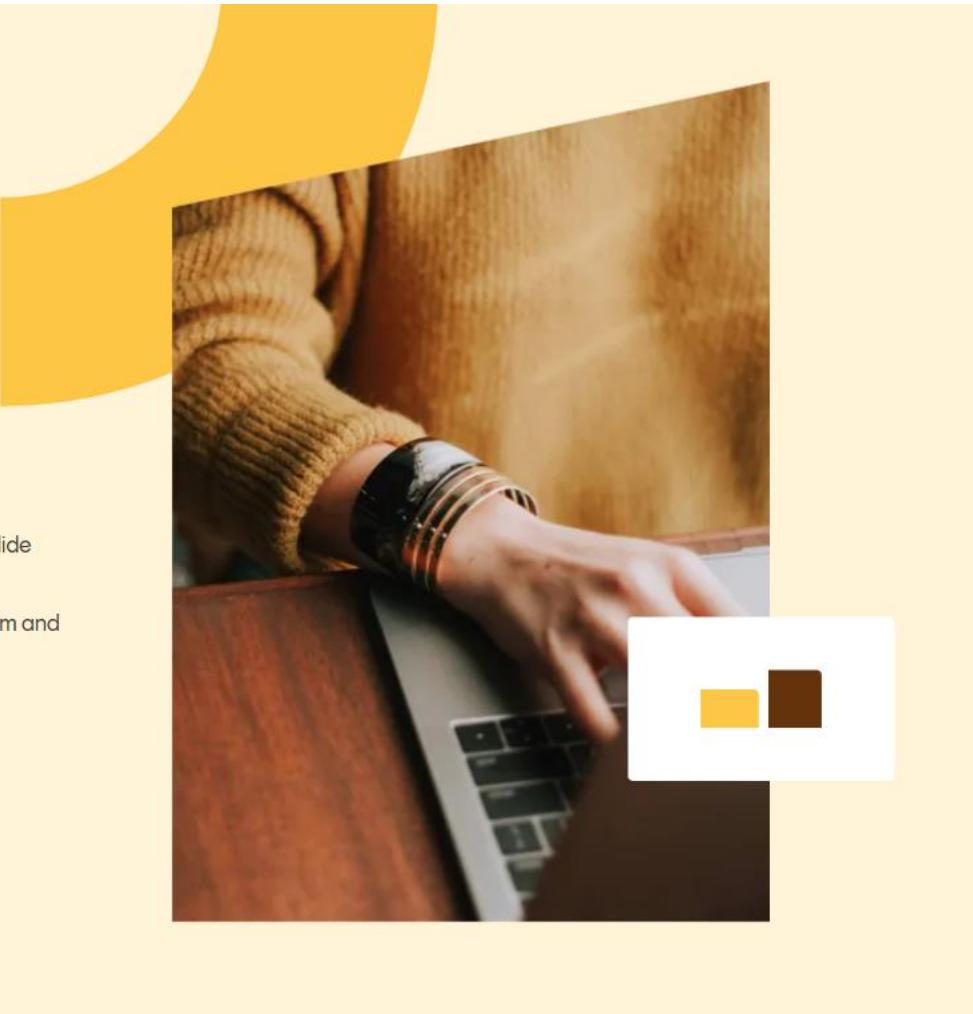


Choose a slide to present



## Bring the power of Mentimeter to PowerPoint

- ❖ Seamlessly embed your favorite Menti slide without changing windows.
- ▶ Edit and do a lot more on [Mentimeter.com](https://mentimeter.com) and sync in real-time.



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Your password

Log in

[Forgot password](#) [Log in with SSO](#)

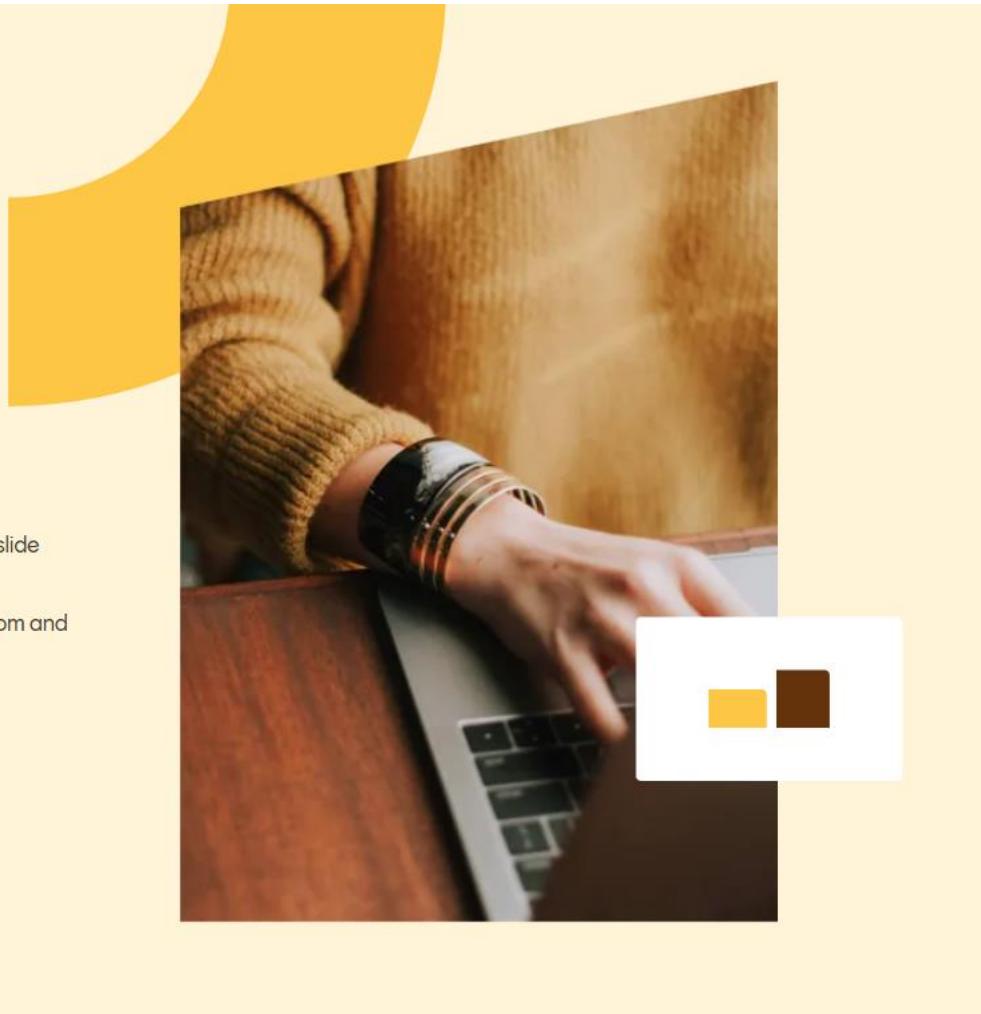
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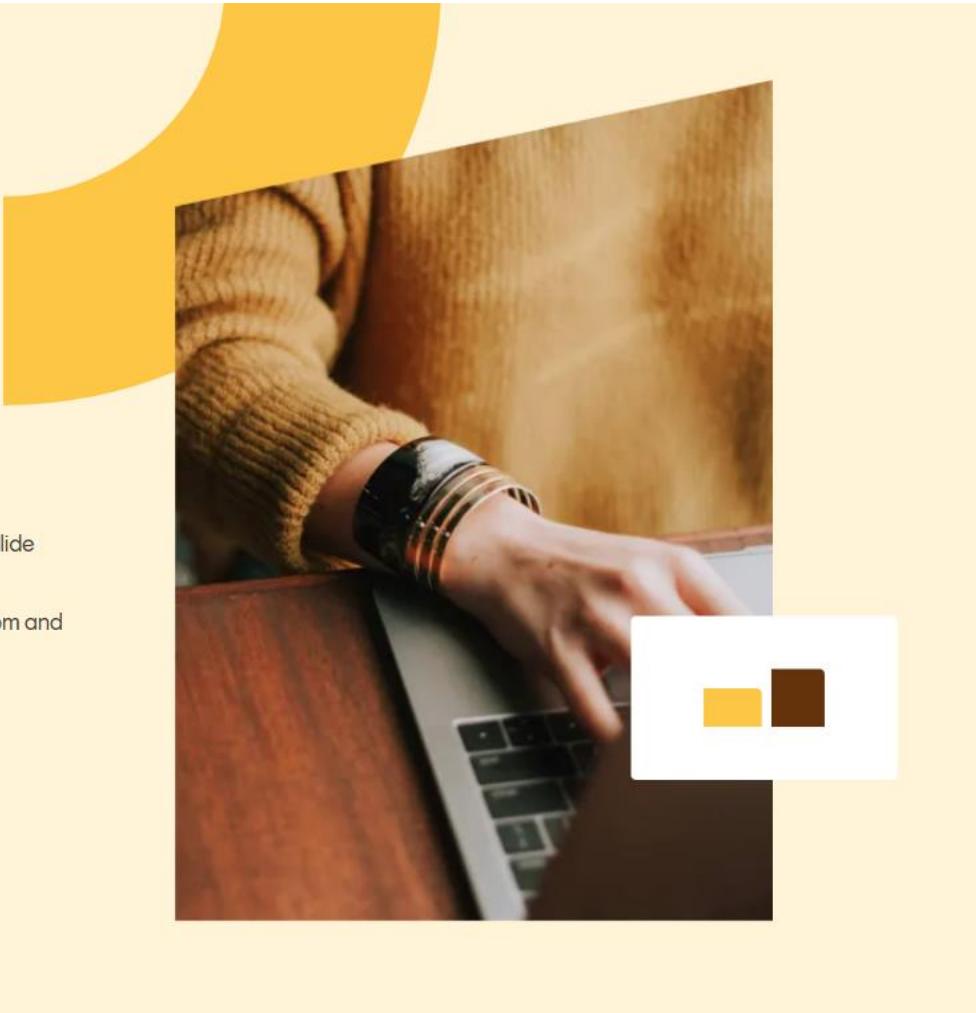
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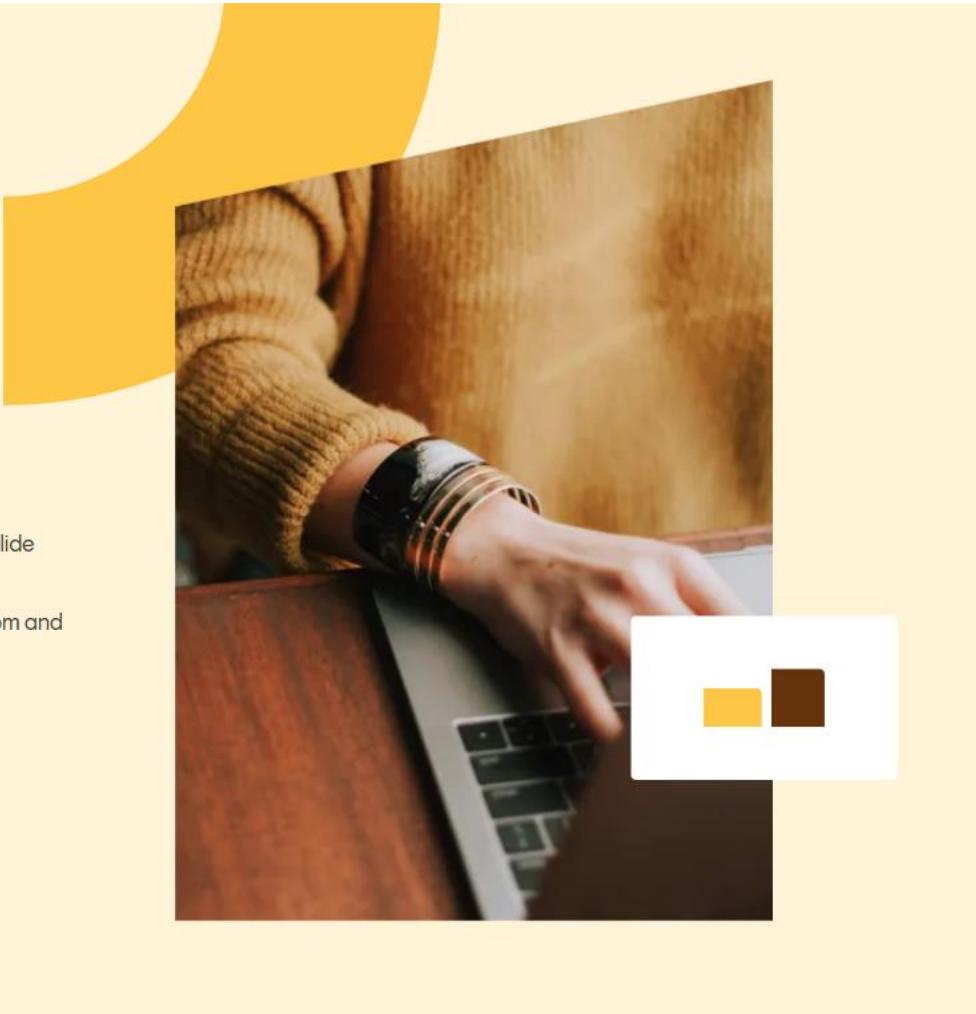
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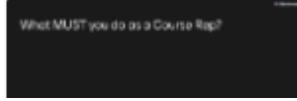
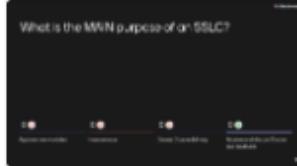
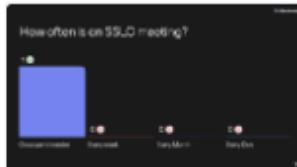
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Menti

Quiz



Choose a slide to present



# What's Next?



## Start Gathering Feedback From Students

Figure out the best way to communicate with your group and start doing it! Remember to share your wins with your Academic Rep Coordinator.



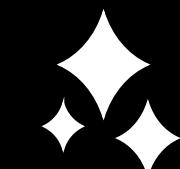
## Attend Your First SSLC – Nov-Dec 2025

This is your chance to get your feedback to the faculty and start creating real change. If you need guidance, then check the Rep Hub or contact your Academic Rep Coordinator.



## Executive Elections – Jan-April 2026

Elections for the President and Vice-Presidents of the SU will open next trimester! Do you want to run for a full-time paid representative role? Nominations open in January!



## Claim Your Freebies

Ask your Academic Rep Coordinator for your Course Rep lanyard and digital badge.

# Congrats on completing your training!

Go and introduce yourself to your class and course staff.  
Make sure they all know you're their course rep!

**If you have questions, contact your Academic Rep Coordinator!**



Tom Heald (he/him)  
Cambridge



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Chelmsford