UNION

COURSE REP TOOLKIT

Thank you for volunteering to be a Course Rep! You are an integral part of ARU Peterborough, and we are so excited to have you join the Union family!

Being a Course Rep is a great opportunity for you to gain many transferable skills such as confidence, leadership, time management and negotiation. It is a real chance for you to be a catalyst for positive change and make a worthwhile difference during your time at university.

We have created this handbook so that you can find all the information about being a Course Rep in one place. We hope that you are able to easily find what you're looking for here, but if you still have questions or worries about being a Course Rep, please don't hesitate to contact your Student Voice Coordinator.

Student Voice Coordinator - Kat Beeton **kat.beeton@aru.ac.uk**

Peterborough Campus Officer - Josephine Barnes **j.barnes@angliastudent.com**

Opportunities Coordinator - Qingyan Mao-Thomas **qm2@aru.ac.uk**

Peterborough Advisor - Charlie Lee **cl9104@aru.ac.uk**

Peterborough Campus Manager - Rebecca Holmes **r.holmes@angliastudent.com**

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Executive Officer Team:

Union Officers are elected to represent the student body and help run the Union. They take on leadership roles, set priorities, and make key decisions that shape the Union's direction. They work closely with university staff, lead campaigns, organise events, and advocate for improvements in areas like education, welfare, and diversity. Officers also support clubs and societies and ensure all student voices are heard and valued.

Your 2026-2027 Officer Team:

President - Roshan Lal



Roshan serves as the primary representative of the student body to the university, external organisations, and other stakeholders.

Peterborough Campus Officer - Josephine Mutesi Barnes



Josephine serves as the recognised formal representative voice for students on the Peterborough campus.

Welfare and Liberation Officer - Alfaz Shahulhameed



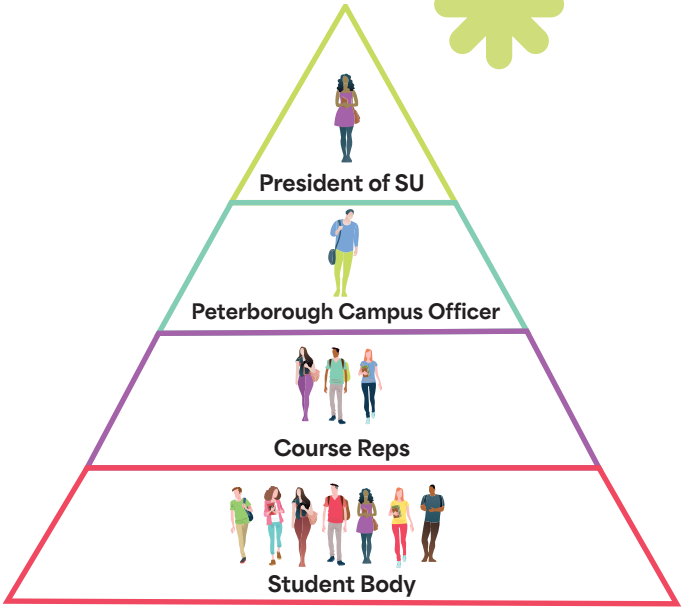
Alfaz represents students' interests in extracurricular activities and social engagement.

Education Officer - Devanshi



Devanshi represents the academic interests of students across all ARU campuses.

ACADEMIC REPRESENTATION STRUCTURE



The academic representation system follows a pyramid structure.

All officers report to the President who leads the Executive Officer team.

The Peterborough campus officer will gather feedback from the course reps and the student body and run events and campaigns according to the feedback collected

WHAT IS A COURSE REP?

Course Reps are students who are elected at the start of the academic year by their course mates. Their responsibilities include:

Represent Students on their course

- Listen to students and raise relevant issues on their behalf
- Listen to students and collect feedback about what's going well, not so well and things to be introduced
- Attend Course Feedback Forums (CFFs) which are meetings with course leaders and other students to share and present feedback collected each trimester
- Share outcomes from the CFFs with your course mates





WHY SHOULD YOU BECOME A COURSE REP?

There are so many great reasons why you should be a Course Rep – it's a rewarding opportunity to grow personally and professionally while making a real difference at university. From gaining new skills to having your voice heard, here are just a few benefits of taking on the role:

Improve the student experience – make real positive changes to your course

- Develop transferable skills such as negotiation, problem-solving, building professional relationships in the workplace
- Expand your network
- Full training for your role
- A certificate and recognition for your role





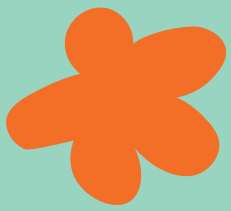
COURSE FEEDBACK FORUM (CFF):

CFFs act a bridge between students and staff, providing a platform for students to voice their concerns, suggestions and feedback regarding their courses. Lecture staff, ARU Support staff, Union staff and course reps are in attendance of these meetings which are split up by faculty.

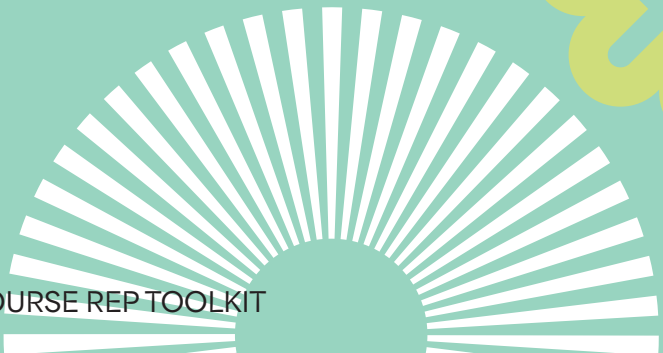
Frequency: 1 CFF per Trimester

CFF CHECKLIST:

1. Gather feedback from your peers
2. Fill in feedback form before your first CFF
3. Attend the meeting
4. Feedback the outcomes to your fellow students







GATHERING FEEDBACK:

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

You can gather feedback from your peers about the following topics:

- Quality of Teaching - *including teaching methods and curriculum content*
- Assessment - *deadlines & submission, adequacy of feedback & appropriateness of balance of assessment activities*
- Academic support & skills development - *opportunities to develop employability & skills*
- Barriers to inclusiveness of the course - *hidden / unexpected course costs or accessibility of teaching and materials*
- Organisation and management - *timetabling and communication*
- Learning resources - *reading room, IT, learning environment, Canvas, other T & L resources*
- Placements - *feedback from service users, employers & those supporting L&T in practice*
- Personal tutoring
- Other student experience - *wider non-course specific issues*

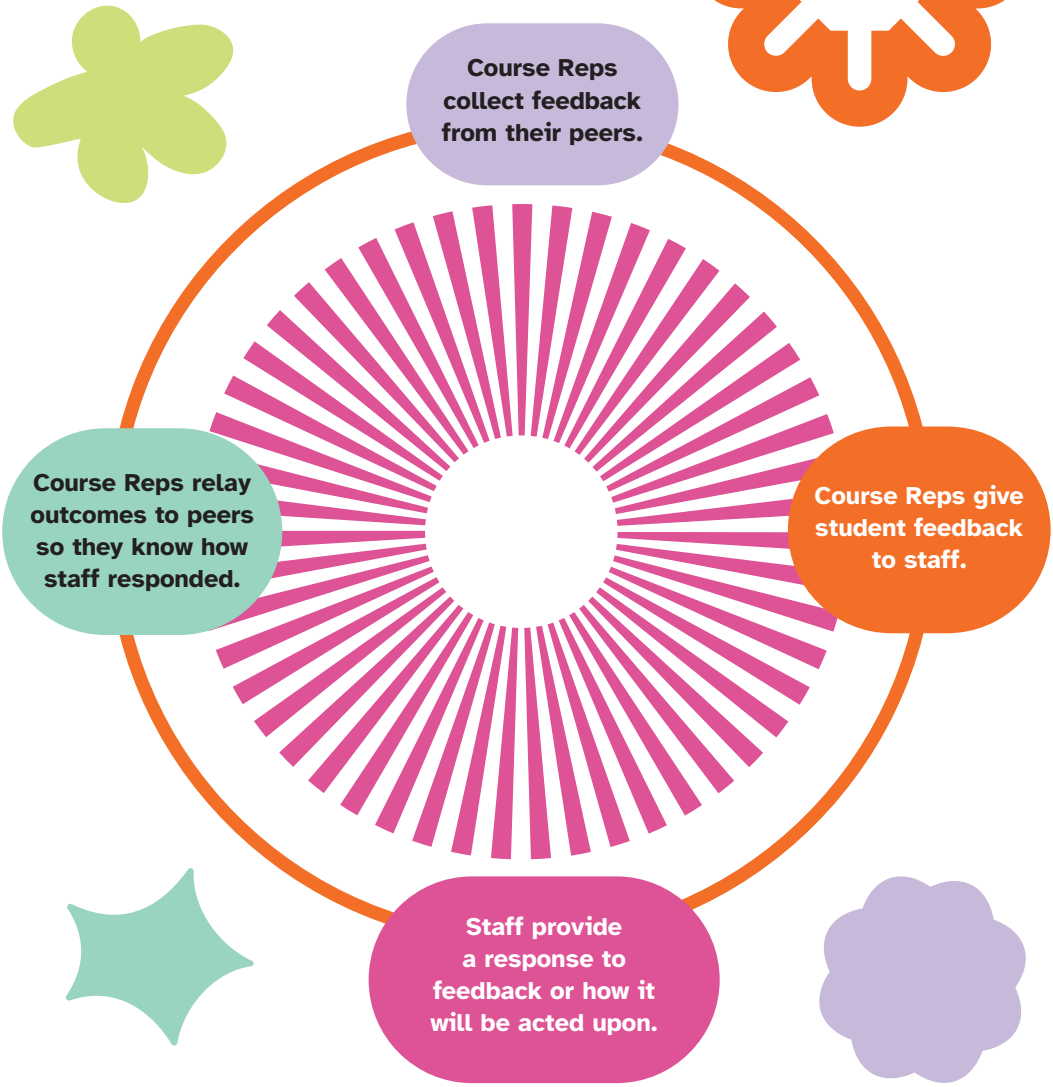
Methods for gathering feedback:

- Create a WhatsApp group (make sure to include everyone!)
- Take 5 mins before or after the lecture starts to speak to your course mates
- Canvas discussion boards
- Share some feedback and ask for a show of hands for agreement or disagreement

Where to take your feedback:

- Small easily fixable course issues e.g. “could slide be uploaded to Canvas ahead of the lecture”: take these to your Course Leader; your rep coordinator can help with this.
- Unresolved items that need more discussion e.g. “many students on the course are commuters; can we take this into consideration for TRI 2 Timetables”: take these to your Course Feedback Forum.
- Big ideas for campaigns/ non-course changes e.g. “student rent is really high! Who/how can I lobby about this?”: Talk to the Union’s Campaigns Coordinator Jo Bunkle to put your ideas into action!

CLOSING THE FEEDBACK LOOP:



WHERE DOES YOUR FEEDBACK GO:

Course Feedback Forums (CFF):

Attended by Course Reps, 1 forum per trimester

Peterborough Education Quality Assurance Committee (PEQAC) / Peterborough Student Experience Committee (PSEC):

Feedback collected goes to various University committees that focus on student experience and academic experience, attended by Union Staff and selected Course Reps

Student Assemblies:

Monthly meetings run by the Union, attended by any student, your campus officer and Union staff members

SIGNPOSTING:

Students may reach out to you for personal advice, but this is not your job – students can be signposted to a variety of support services. If you are ever in doubt, please send the student to the Union desk or to the student and library services help desk.

Go to Union Advice for:

- Late Mitigation
- Complaints (Student to Student or Student to University)
- Academic Offences
- Exceptional Circumstances

Can be accessed here: **Peterborough Advice (@aru.ac.uk)**

*The Union Advice service is completely confidential and separate from ARU.

Go to Student Services for:

- Mitigation
- Timetable changes
- Withdrawal
- Disability and learning differences

Can be accessed here: **Student Services - ARU**

Go to Study Skills + for:

- Additional help on assignments
- Academic workshops

Can be accessed here: **Develop your study skills (sharepoint.com)**

Go to Money Advice for:

- Tuition
- Living expenses
- Savings

Can be accessed here: **Student Finance - Student Finance (sharepoint.com)**

Go to Counselling and Wellbeing for:

- Mental Health concerns
- Support
- Wellbeing workshops

Can be accessed here: **Counselling and wellbeing support - ARU**



Good luck and thank you for stepping up as a Course Rep! Always remember that your Union Team is here to support you throughout your journey. If there's ever anything you need - no matter how big or small - don't hesitate to reach out. You've got this, and we're excited to see the positive impact you'll make!

All the best,

The Union team :)

Peterborough Campus Officer – Josephine Barnes **j.barnes@angliastudent**

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