



2016 - 17

university of plymouth students' union

Steph Hurley



@UPSUVOICE

Steph Wearne



@UPSUEDUCATION



Congratulations on being elected as a Course Rep!

You are about to start your year of representing the views of your course mates and making changes they want to see throughout your university and your student's union! You will provide an essential link between the SU, the University and the student body which will be key to developing the current and future academic experience of students at the University of Plymouth!

Here at the SU we will be your two main contacts.

It is important for you to always remember that the Students' Union is here to support you with everything you do. As well as the Course Rep Conference there will be other training opportunities though the year. The UPSU website is also a useful source of information with training resources being uploaded to the Student Voice area regularly.

We look forward to working with you and hope you have a great year making positive changes for the students at the University of Plymouth!

See you soon!

Steph W & Steph H

student voice

The Student Voice Team supports students to challenge the status quo and influence key decisions, making sure they are the right ones for Plymouth students.

@ studentvoice@su.plymouth.ac.uk  @UPSUstudentvoice   @UPSUVoice

advice

Free, independent and confidential advice on a wide range of issues including academic regulations.

@ advice@su.plymouth.ac.uk  @upsu_advice  01752 588373  upsu.com/advice



The Student Voice department and the Advice Centre are located on the first floor of the SU.

USEFUL CONTACTS AND PLACES



Steph Hurley // ACADEMIC ENGAGEMENT CO-ORDINATOR

I'm Steph H, the Academic Engagement Coordinator for the SU. I am the full time member of staff who supports all Course reps and School reps and I am responsible for your training! I will also be keeping you in the loop with all the opportunities available to you and any achievements that you or any other rep achieves throughout the year!

📍 1st Floor, UPSU

☎ 01752 588361

@ studentvoice@su.plymouth.ac.uk



Steph Wearne // VP EDUCATION & DEPUTY PRESIDENT

I'm Steph W, VP Education and Deputy President at the SU! I represent student's views to the University on all things academic and I look after Course Reps, School Reps & Postgrads! Come and chat to me about anything related to your course, being a Rep or just for some advice, I'm always happy to help!

📍 Exec Office, The Hive, UPSU

☎ 01752 588372

@ steph.wearne@su.plymouth.ac.uk

ASSOCIATE DEAN OF TEACHING & LEARNING

write name here...

Your Head of School is responsible for everything that goes on within your school. They should be willing to help with important school level issues.

HEAD OF SCHOOL

write name here...

Your Head of School is responsible for everything that goes on within your school. They should be willing to help with important school level issues.

SCHOOL REP

write name here...

Your School Rep represents you at School and Faculty level issues. It is important to keep in touch so they can represent you properly! You can find your School Rep on the UPSU website.

PROGRAMME LEADER

write name here...

Your Programme Leader is responsible for your course and should be a useful contact for any course level issues encountered.

WHAT DOES BEING A COURSE REP INVOLVE?

R

Represent EVERYONE on your course

E

Enable discussions and seek students' views on their learning experience

P

Present students' views at meetings, forums etc.

R

Reflect on your own and other students' experiences

E

Establish a partnership approach with PU, UPSU and students

S

Share your experiences with other Course Reps and with UPSU

E

Evaluate the positive difference you have made over the year

N

Notify students, UPSU and PU of ongoing developments (feedback)

T

Take time to celebrate your hard work and success!



YOUR TASKS AS A COURSE REP

YOUR ROLES AS A COURSE REP



- Attend Course Rep training.
- Attend various meetings as required.
- Complete any actions from meetings.
- Publicise yourself and what you can do for your fellow students.
- Feedback the outcomes and actions from meetings.
- Publicise campaigns and opportunities from UPSU.
- Signpost students to UPSU/University services.
- Gather student views and gauge if they need to be raised at programme committee/rep forum meetings.
- Make changes and run campaigns/activities.
- Represent Undergraduate and Postgraduate students.

TO REPRESENT THE VIEWS OF STUDENTS ON YOUR COURSE TO YOUR LECTURERS AND PROGRAMME LEADERS.

Why?

To make changes to benefit the students on your course

TO RAISE ISSUES WITH OTHER COURSE REPS AND THE STUDENTS' UNION, SO COMMON ISSUES CAN BE RAISED AT A HIGHER LEVEL.

Why?

To improve University-wide procedures to the benefit of all students, and to share ideas and suggestions with other Course Reps.

TO FACILITATE COMMUNICATION BETWEEN THE STUDENT BODY, THE UNIVERSITY AND THE STUDENTS' UNION.

Why?

To act as a representative and provide a flow of communication, about both academic issues and other opportunities and events.

UPSU REPRESENTATION STRUCTURE



STUDENT REPRESENTATIVE	REPRESENTING	MEETINGS ATTENDED
UPSU PRESIDENT	All Plymouth University Students.	<ul style="list-style-type: none"> • University Board of Governors • UPSU Trustee Board • UPSU Union Executive Committee
VP EDUCATION	All Plymouth University Students on Academic Issues.	<ul style="list-style-type: none"> • Board of Governors • UPSU Trustee Board • UPSU Union Executive Committee • UTLQC • FTLQC • STLQC
SCHOOL REPRESENTATIVES	Your School within the University.	<ul style="list-style-type: none"> • Faculty TLQC Teaching and Learning Committees • Student Staff Liaison Meetings • Academic Forum • School Rep Meetings with VP Education
COURSE REPRESENTATIVES	Represent the views of students on your course.	<ul style="list-style-type: none"> • Programme Committee • Student Staff Liaison Meetings • Academic Forum

THREE STAGES TO MEETING PREPARATION



Before MEETINGS



Be prepared; bring pens, paper, water

Research - gather and record the student views - you will know what will be discussed from the agenda.

Read the Agenda - note any points of interest.

Ask questions to the organiser of the meeting or Steph, VP Education, if you are unsure of anything.

During MEETINGS



Arrive prepared.

Be polite.

Speak clearly.

Represent the views of your group.

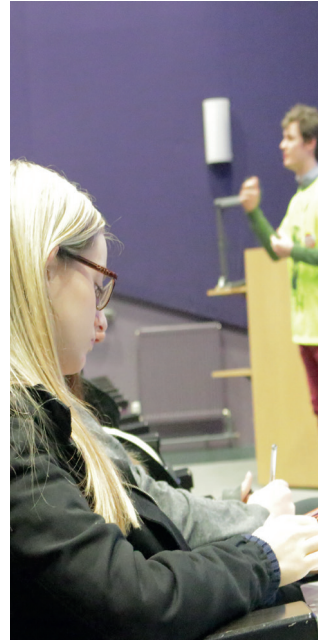
Listen and make notes of what's being said.

Don't interrupt others.

Be confident - they want to hear what you have to say.

Don't be afraid if you don't know the answer - just say!

After MEETINGS

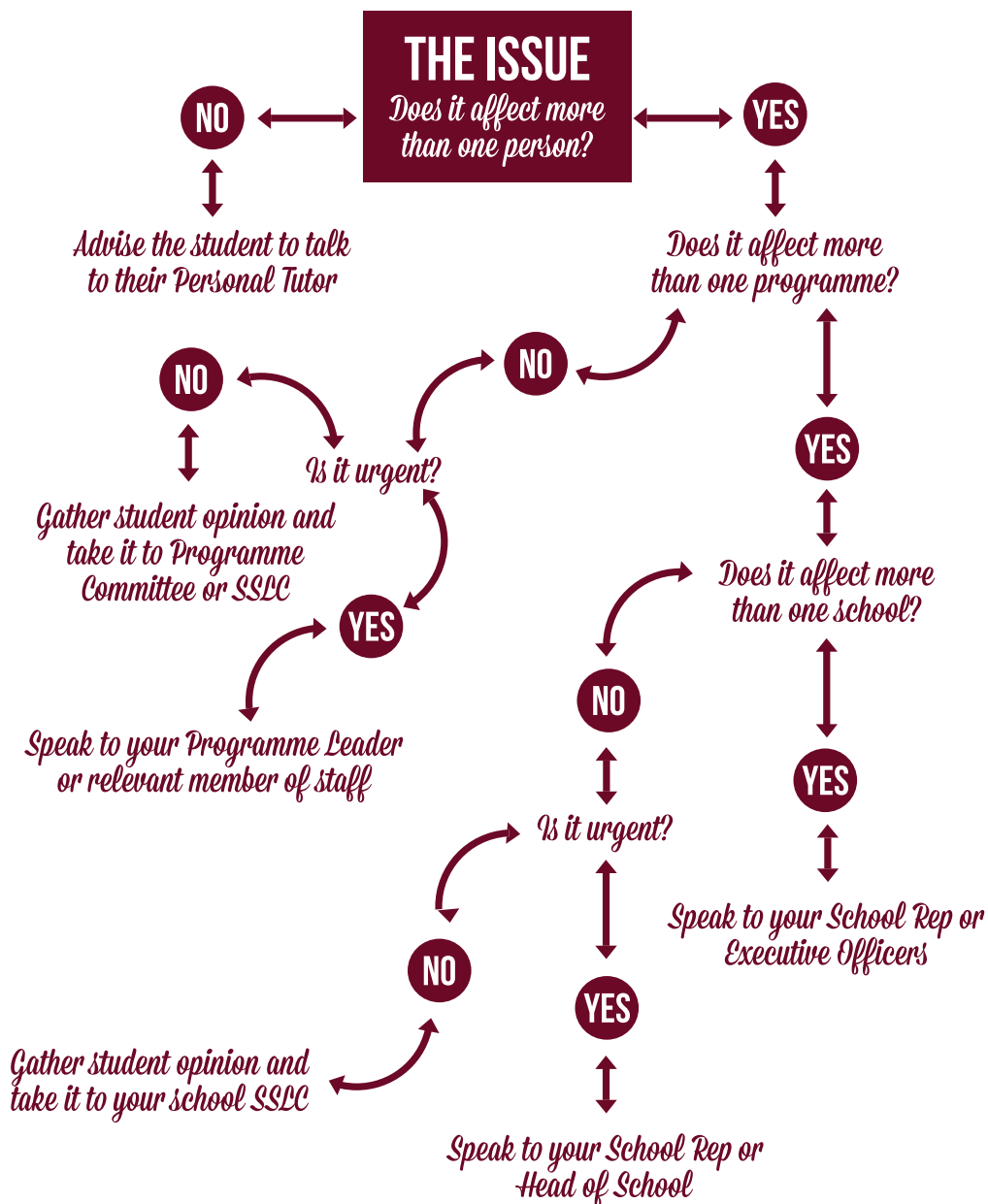


Share feedback on points raised to your cohort.

Follow up anything you have agreed to.

Share best practice across the network.

WHO DO I SPEAK TO?



WHAT IS NOT EXPECTED OF A COURSE REP?



Here are just some of the examples of issues you **SHOULD** and **SHOULDN'T** be handling. If you're ever unsure please feel free to check with the Student Voice team.

SCENARIO	YES OR NO?	WHY?
A lecture theatre is not suitable.	YES	This is an issue that could be affecting your entire cohort but also other students who use this area of the University, therefore this is something you could mention to your lecturer or seminar leader.
A student has not received their student loan.	NO	Make sure you sign post this student to the UPSU Advice Centre. They are best equipped to advise this student about what to do.
A field trip is too expensive but there is no alternative.	YES	Whilst there may be no alternative, you can still feed this back to the trip organiser and try and work together to reach a compromise.
There is too little contact for a module	YES	This could be affecting your entire class and therefore is something you could handle.
Coursework deadlines are too lost together	YES	Communicating this to your module or programme lead is a vital piece of student feedback. This is also something that will most probably be affecting the whole class.
The fire alarm in a shared house keeps going off and keeping students awake at night	NO	This is a personal matter so you do not have to handle this. However, you can sign post the student to either the UPSU Advice Centre or if they are living in University accommodation, they can speak to their Resident Assistant.
A course mates coursework marks are lower than they thought they deserved	NO	This is not something you handle. Once again, sign post this student to the Advice Centre or advise that they speak with the module lead.
The timetabling is unsuitable for a course mate as they have difficulties with child care	NO	This is an individual problem, which means as a Course Rep, you should not have to handle. The student should speak to your module or programme lead about this.

WHAT'S IN IT FOR YOU?



RECOGNITION SCHEME

Any Student Voice volunteer (yes – this includes Course Reps!) are able to log their hours on the UPSU website. By doing this, you will keep track of your hours and become eligible for the Student Voice Recognition Scheme! There are 4 levels of award, each accompanied by a certificate and a gift (each better than the last!).

You can log your hours via the Volunteer Toolkit on the website and once you have logged enough hours to be eligible for an award – please email us at studentvoice@su.plymouth.ac.uk to let us know! When you are ready to collect your award, we will invite you to pop in for a chat so we can find out what you have been up to! You can find more information and guidelines to logging your hours here:

upsu.com/studentvoice/awards/recognitionscheme

SSTAR AWARDS:

The UPSU SSTAR Awards take place towards the end of each academic year and reward the great teaching and representation we have at Plymouth University. The awards are student led and highlight what students consider to be excellent. There are awards for both Best Course Rep and Outstanding School Rep.

PLYMOUTH AWARD:

The Plymouth Award is designed to recognise and celebrate student achievements outside the curriculum. Every Plymouth University student is eligible to enter the Plymouth Award. Course Rep volunteering hours can count towards your required hours for the award. For more information, please pop into the Student Commons in Roland Levinsky, or visit:

plymouth.ac.uk/plymouthaward

TRANSFERABLE SKILLS AND EXPERIENCE

Being a course rep can develop many skills including negotiation, communication, team work, problem solving and self-confidence. In the current employment climate, employers are looking for what you have on top of your education, and listing these skills on your CV will definitely impress.

WHAT DO I NEED TO DO NEXT?



■ ENSURE THAT YOUR CLASSMATES KNOW WHO YOU ARE

- ☐ Get your picture out there on social media, noticeboards, programme website etc.
- ☐ Shout out at the beginning of lectures.

■ IDENTIFY STUDENT NEEDS AND ISSUES AND TAKE THESE FORWARD AS NECESSARY

- ☐ Make an effort to speak with **all** of your classmates.
- ☐ Set up a course Facebook page.
- ☐ Email round.
- ☐ Create a suggestion box.
- ☐ Send out surveys.

■ ATTEND MEETINGS

■ IDENTIFY GOOD PRACTICE FROM OTHER REPS

■ RAISE STUDENT CONCERNS

■ FEEDBACK TO YOUR CLASSMATES ANY OUTCOME

- ☐ Send out minutes.
- ☐ Post it on your Facebook group.
- ☐ Email your cohort.
- ☐ Use noticeboards.
- ☐ Tell Student Voice so that they can put it in their newsletter.
- ☐ Ask to have it put on the Programme Website.

FREQUENTLY ASKED QUESTIONS

How do I know what meetings I should be attending and when they are?

You should be contacted by your programme administrator a few weeks prior to the meeting. If this is not happening, then go to your school office to find out why.

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I've been a rep before; do I still need to go to training?

Yes, it gives us a chance to inform you about new processes within UPSU and the University. It also gives you the chance to meet staff and reps that you may not have met before, who could become useful contact during your next year as a rep.

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How do I find out who the useful contacts within my school are?

Your programme leader should have introduced themselves at the start of your course and should be able to point you in the right direction. If not, check your programme handbook or go to your school office to find the information you need.

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A student has come to me with an individual problem, which I think others on my course are experiencing as well. What do I do?

Advise the student to seek help from their personal tutor or UPSU: Advice. Try and collect information about whether it is also affecting others and if it is, bring the issue up at your next programme committee, but don't mention any individual names. If it is not an academic issue, seek help from the UPSU executive officers.

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How do I deal with complaints about one particular member of staff?

Arrange a meeting with the member of staff and tactfully bring up the issue and suggest a solution during the meeting. If this does not solve the problem, seek advice from your School Rep or UPSU.

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I have to bring up an issue with a member of staff who is marking my next piece of coursework, will it affect my grade?

Your work as a Course Rep should NEVER be taken into account when staff are marking your coursework so don't worry about it. However, if you have reason to believe this is the case, seek advice from UPSU: Advice.

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I cannot attend a meeting, what should I do?

If you cannot attend a meeting, make sure that you send apologies to the meeting organiser in advance. If you have any student-led business, you can send this before the meeting.

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I can only attend a meeting for a limited period of time, what should I do?

Email in advance to let the organiser know.

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ACRONYMS & JARGON



A.D.T.L.

Associate Dean of Teaching and Learning.

A.G.M.

Annual General Meeting.

A.O.B.

Any other business.

B.M.B.S.

Bachelor of Medicine/ Bachelor of Surgery.

B.O.G.

Board of Governors.

BY-ELECTION

An election to fill an unfilled position, after the main elections have taken place.

BY-LAWS

The rulebook of how certain procedures have to be carried out and further detail on how an organisation is governed.

C.E.P.

Curriculum Enrichment Project.

C.E.P.P.L.

Centre for Excellence in Professional Placement Learning.

CKY

Cookworthy Building.

CONSTITUTION

A document outlining the basic principles of an organisation and how it is governed and structured.

CO-OPT

When an elected position is filled by approval of a committee, rather than running a full by-election.

D.L.E.

Digital Learning Environment.

D.V.C.

Deputy Vice-Chancellor.

E.L.C.

English Language Centre.

F.E.G.

Faculty Executive Group.

F.O.S.E.

Faculty of Science & Engineering.

F.T.L.Q.C.

Faculty Teaching and Learning Quality Committee.

H.E.

Higher Education.

H.E.S.A.

Higher Education Statistics Agency.

H.O.S.

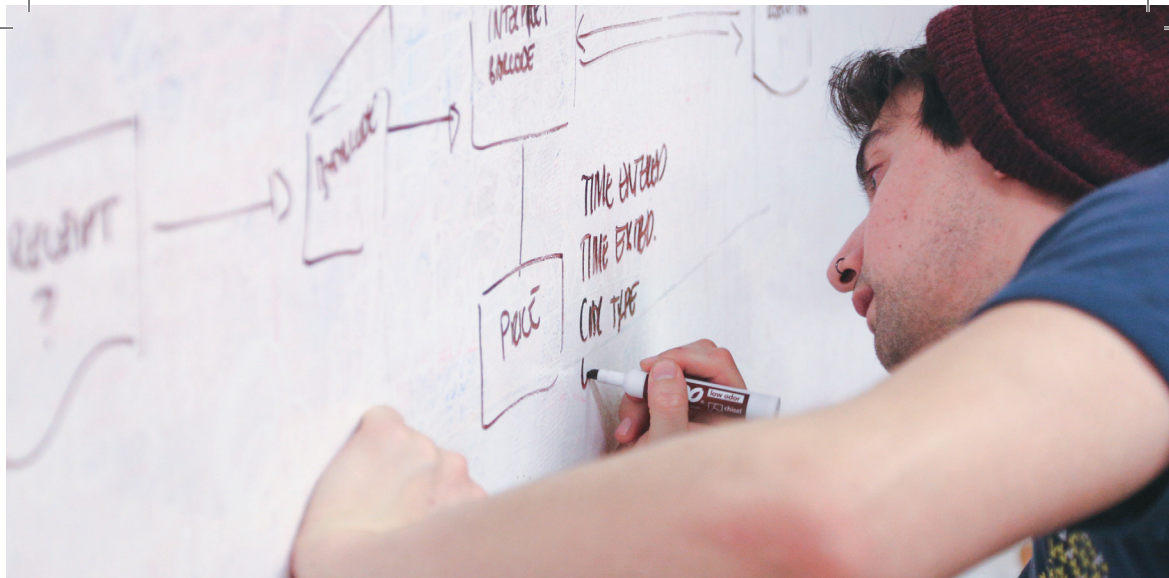
Head of School.

H.P.A.

Humanities & Performing Arts.

M.D.S.

Module Delivery Sheets.



MOTION

An idea taken to a meeting before it is passed and becomes policy.

N.S.S.

National Student Survey.

N.U.S.

National Union of Students.

P.B.S.

Plymouth Business School.

P.C.M.D.

Peninsula College of Medicine & Dentistry.

P.D.T.

Placement Development Teams.

P.G.

Post Graduate.

P.G.P.L.

Post Graduate Programme Leader.

P.I.O.E.

Plymouth Institute of Education.

P.L.

Programme Leader.

P.L.S.

Plymouth Law School.

POLICY

An idea or action that is approved by a committee and has become part of the organisations working guidelines.

P.O.P.P.I.

Plymouth Online Practice Placement Information.

P.O.W.

Placements on Web.

P.T.E.S.

Postgraduate Taught Experience Survey.

P.U.P.S.M.

Plymouth University Peninsula School of Medicine.

REFERENDUM

A yes/no vote about a particular issue/idea.

RETURNING OFFICER

A member of staff at UPSU or NUS, that acts as the final decision maker in elections if rules or procedures are broken.

R.L.B.

Roland Levinsky Building.

R.O.N.

Re-open nominations (an active vote against any candidates standing in an election).

S.L.T.

Senior Leadership Team.

S.N.A.M.

School of Nursing and Midwifery.

S.O.C.E.M.

School of Computing, Electronics and Mathematics.

S.O.G.E.E.S.

School of Geography, Earth & Environmental Science.

S.P.Q.

Student Perception Questionnaire.

S.S.L.C.

Student Staff Liaison Committee.

S.T.L.Q.C.

School Teaching & Learning Quality Committee.

S.T.V.

Single transferable vote - the voting system used at UPSU.

S.O.T.H.

School of Tourism & Hospitality.

T.I.S.

Technology and Information Services.

T&L

Teaching and Learning.

TRUSTEE

An individual person that has been given the power of administration of an organisation, with trust and a legal obligation to work in the best interests of the organisation.

U.E.C.

Union Executive Committee.

UG

Undergraduate.

UG.P.L.

Undergraduate Programme Leader.

V.C.

Vice Chancellor.

VOTE OF NO CONFIDENCE

A vote taken by a committee (or by a general vote) to show that an individual is not filling their role fully, and if the vote passes, they would be asked to stand down.

NOTES

YOUR YEAR

October 2016

M	T	W	T	F	S	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

November 2016

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7	8	9	10	11	12	13
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December 2016

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			1	2	3	4
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January 2017

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23	24	25	26	27	28	29
30	31					

February 2017

M	T	W	T	F	S	S
		1	2	3	4	5
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20	21	22	23	24	25	26
27	28					

March 2017

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April 2017

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May 2017

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22	23	24	25	26	27	28
29	30	31				

June 2017

M	T	W	T	F	S	S
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July 2017

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31						

August 2017

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September 2017

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25	26	27	28	29	30	

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@UPSUstudentvoice



@UPSUVoice



@UPSUVoice



UniversityPlymouthSU

upsu
university of plymouth students' union

transforming lives through experience

University of Plymouth Students' Union, Drake Circus, Plymouth, Devon, PL4 8AA

If you require this book in another format please contact:
studentvoice@su.plymouth.ac.uk