



# The Students' Union



# Welcome to the Course Rep training for the Faculty of Arts, Humanities and Business

A few ground rules:

- There's no such thing as a silly question!
- Please be respectful to others, and let them speak
- Let us know if there's any ways we can make these sessions more accessible!
- Fire alarms and fire escapes

Your School Reps are:

- Megan Williams– School of Society and Culture
- Imhonikhe Audu– Plymouth Business School
- Steve Ailemen– School of Art, Design and Architecture



# Code of Conduct

As a Course Rep, you are now in a leadership position, and a representative of the SU. We do have a code of conduct, but we would like to know what you think it should be, and what should be covered by it.

We have a few slides on Mentimeter, with a few questions for you to answer. You can connect using this code: 59 90 62 2.

You can also connect using this QR Code:



<https://www.menti.com/almkh8s4wv6g>

# How YOU represent you



## A Quick Recap

This is all from our Online Training – Completing this is mandatory for the role, so please take a look if you haven't already.

We also have a Course Rep handbook, which has lots of useful information and contacts for the role, which you can find on our website – [upsu.com](https://upsu.com).

- A, B, C and D of Representation: Accurate, Balanced, Constructive and Depersonalised.
- The Feedback Loop – Always remember to feedback to the students on your course. Closing the feedback loop is one of the most important elements, and can be the easiest to forget!
- Don't forget to remind students about what UPSU can do for them – Our Advice Centre is free, independent and impartial, and available to all students.



# Key Meetings

As a Course Rep, there are some key meetings that you will be expected to attend:

- Programme and Subject SSLCs – Course Reps should be invited to attend a meeting with the Programme leads on their course to provide feedback. These are a great opportunity to provide formal feedback to staff, and to be involved in the shaping of the programme going forward. Make sure that you have gathered feedback ahead of these meetings! Other programmes may have other names for these meetings, so if you are unsure, you can always ask your programme lead!
- Course Rep Catch-Ups – These are organised by the Student Voice team at the SU, and are a chance to meet other Course Reps from your Faculty. It's a great chance to see what other issues reps are facing, and to see if there are issues to collaborate on. School Reps also attend these meetings, so it's another chance to feed back to them.
- You can also informally meet with your lecturers! Sometimes issues are potentially smaller, and it may be easier to meet with staff after a lecture. This can be a good way to get small issues resolved quickly.



## The National Student Survey (NSS)

As well as gathering feedback from students, it's always important to understand what is going on at both a university level and a National Level. You may find that issues students are coming to you with are also being felt across the university, and across students around the country.

The results of the NSS are a great way to find out how students feel about specific elements of their programme, such as assessment, access to materials and how students feel feedback is acted upon.

The next few slides, and the printed out sheets that we are passing around cover the summaries of last years NSS results. Is there anything that stands out to you? Is there areas that you think the university could do better on? Talk to the reps around you, and have a discussion about what you think could be done better.





Faculty

Select all | AP | **FoAHB** | FoH | FoSE

School

ADA

NSS Programme

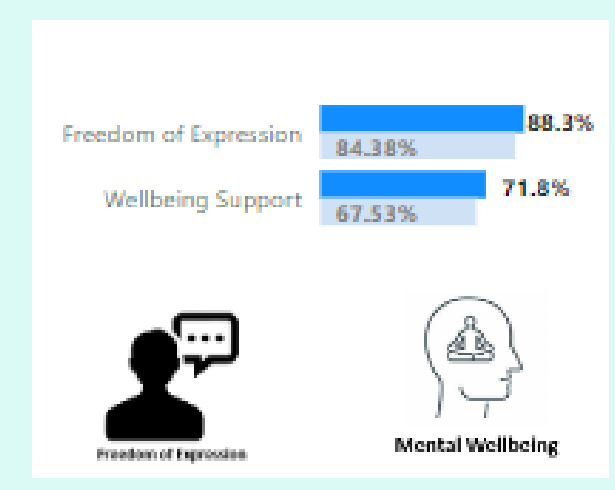
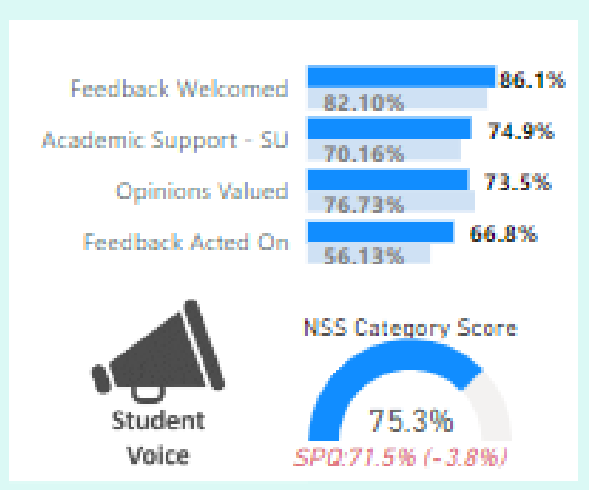
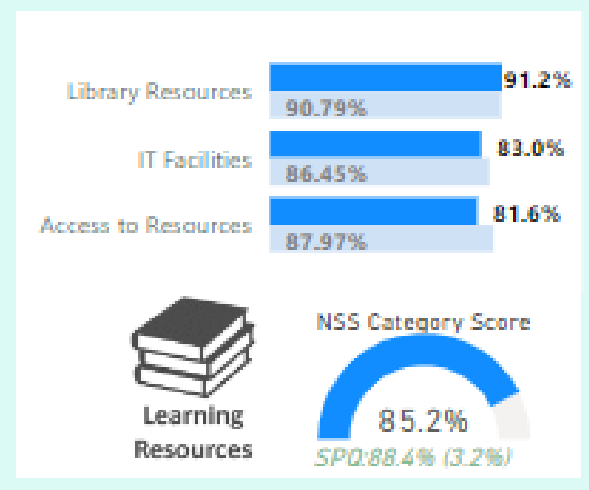
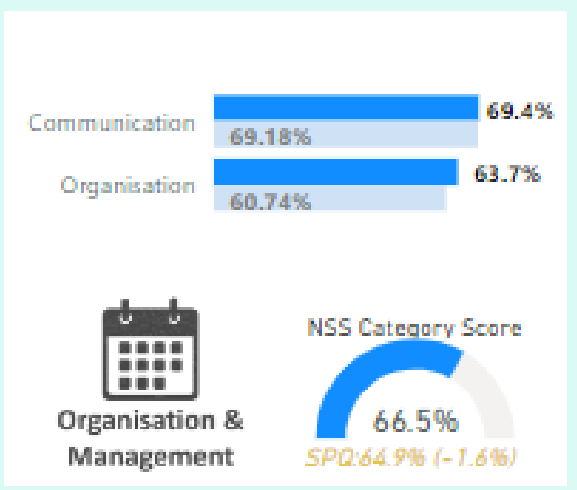
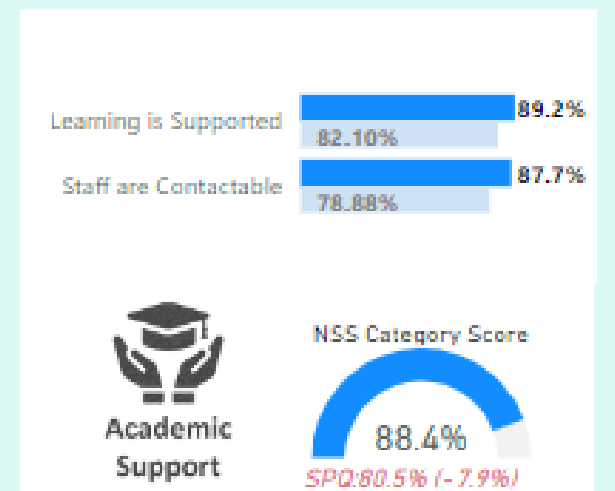
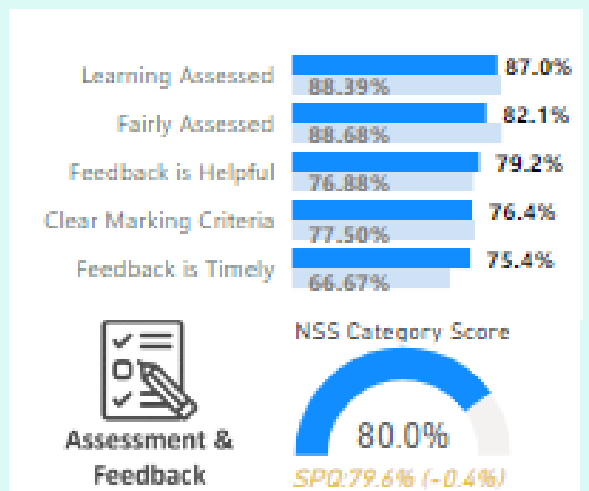
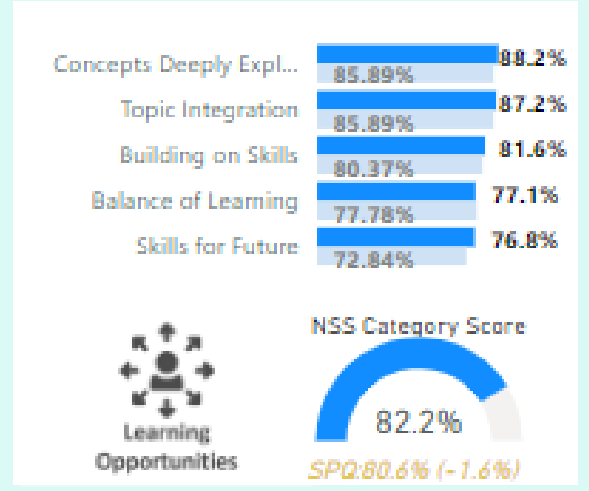
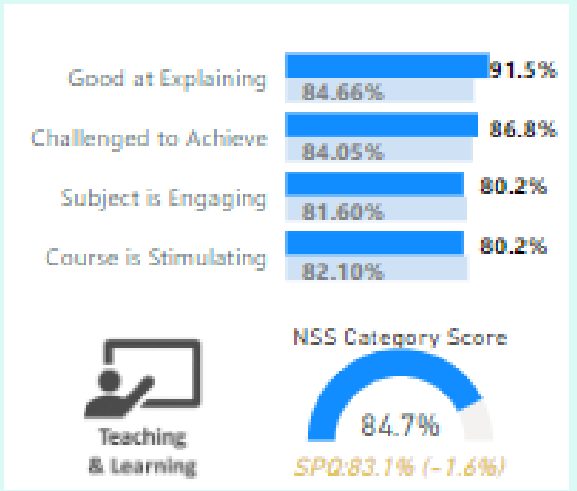
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SPQ Programme

All



● **NSS Positivity** ● SPQ Positivity



Faculty

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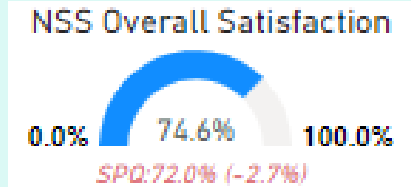
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NSS Programme

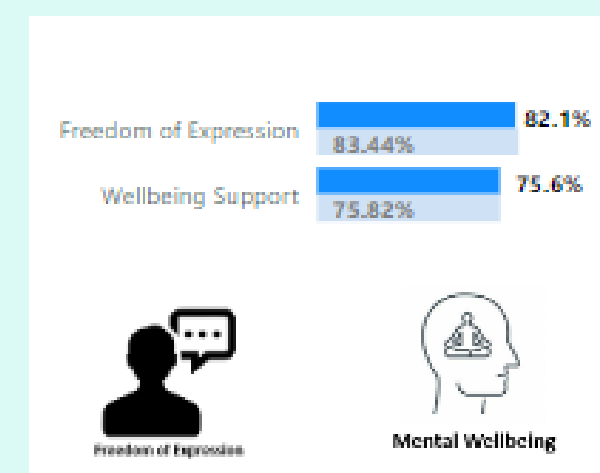
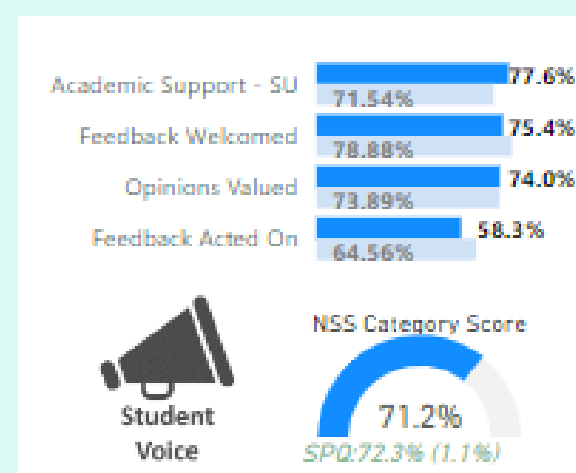
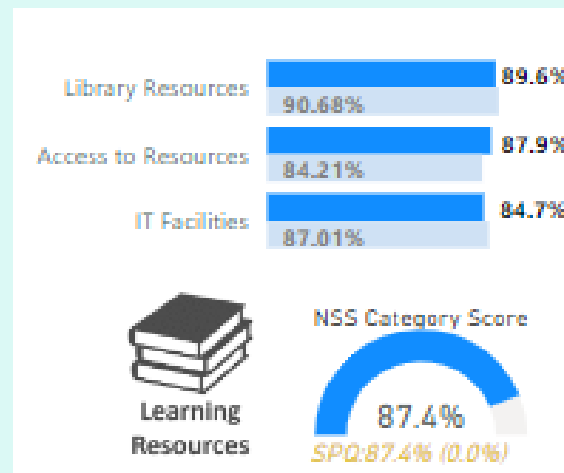
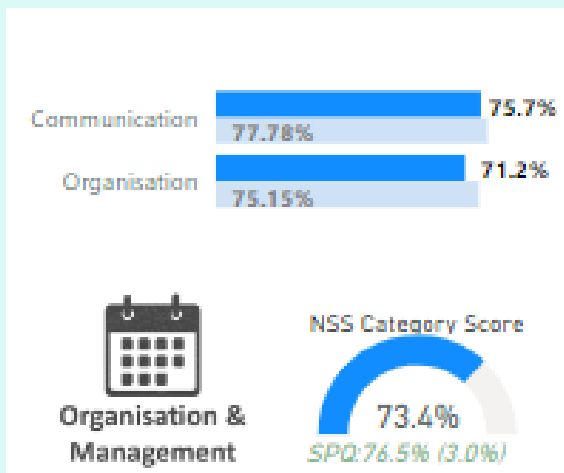
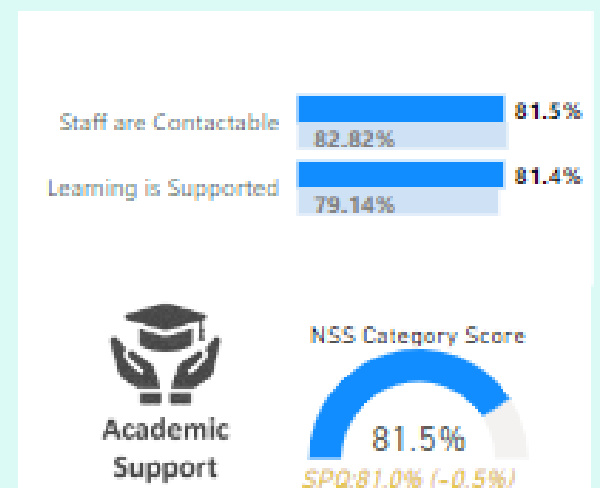
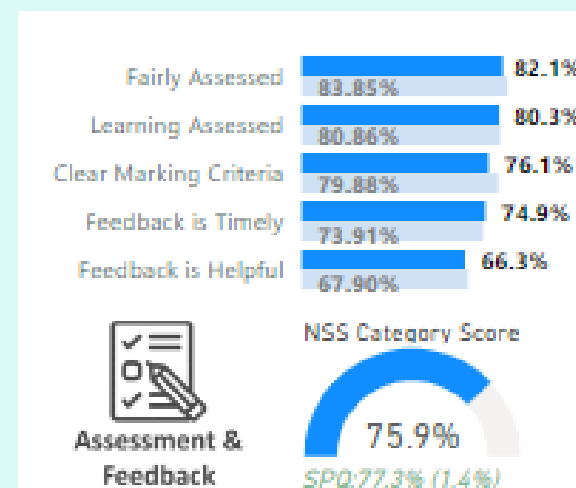
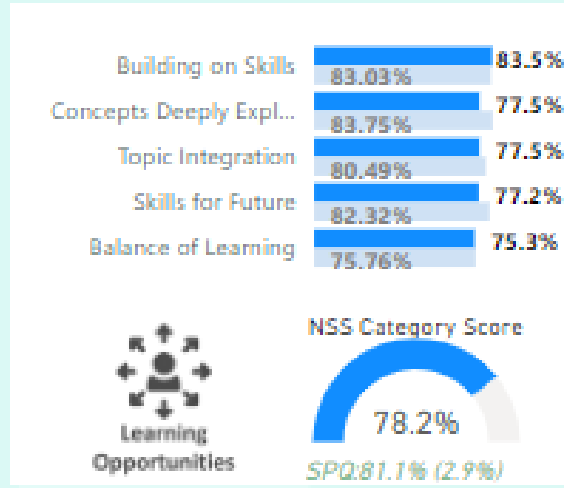
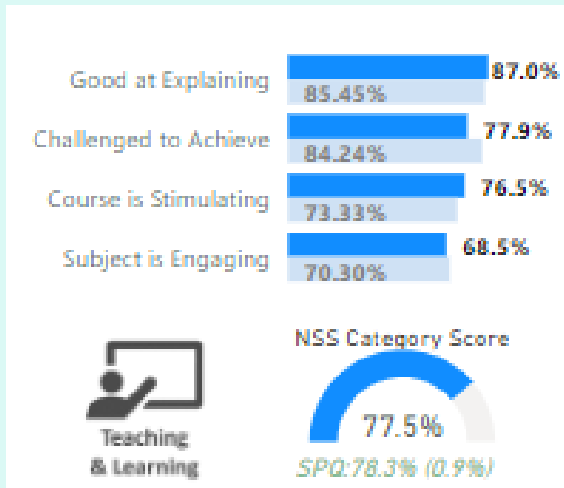
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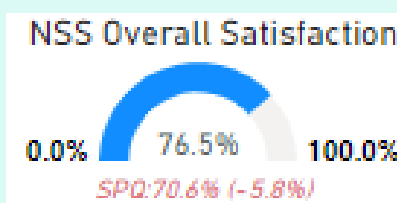
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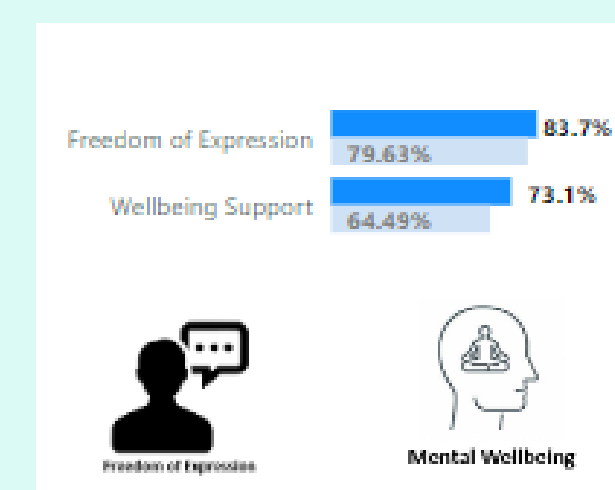
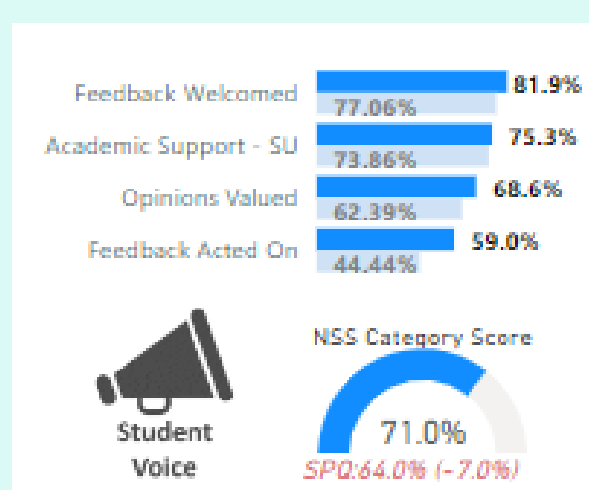
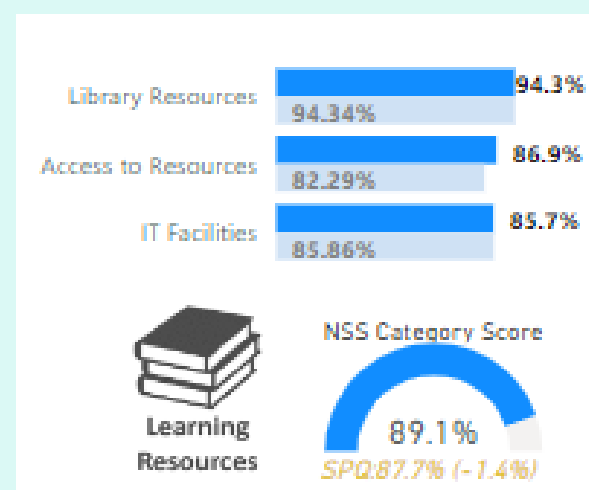
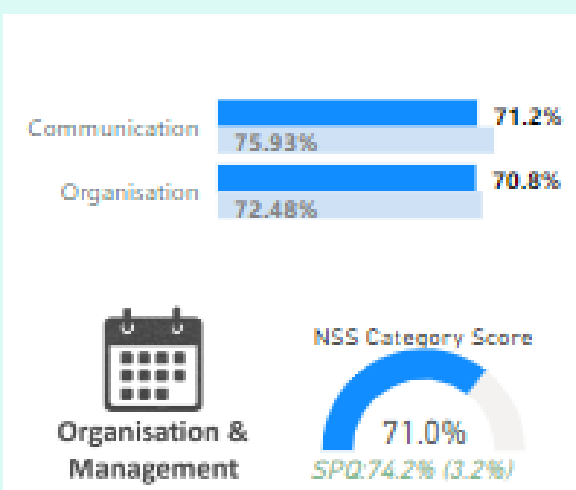
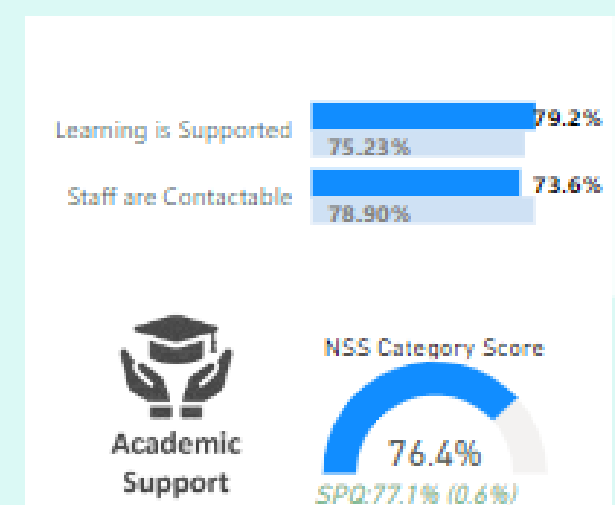
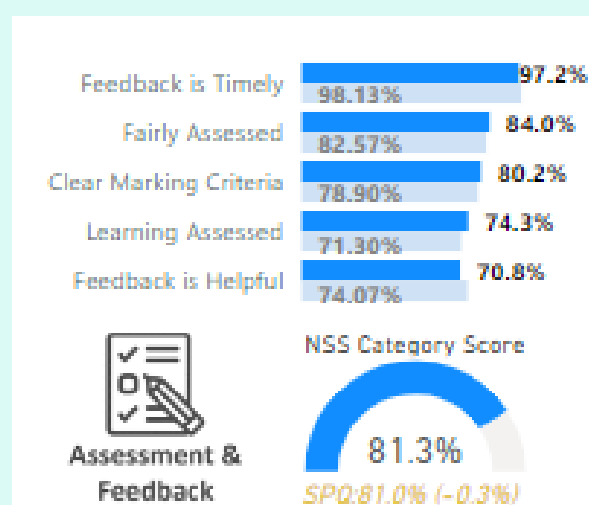
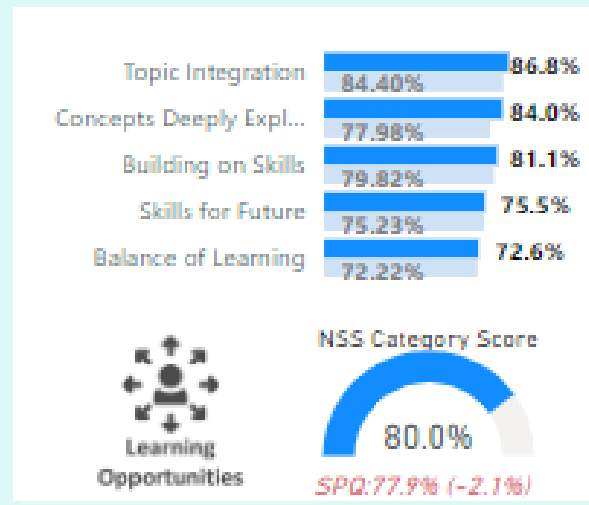
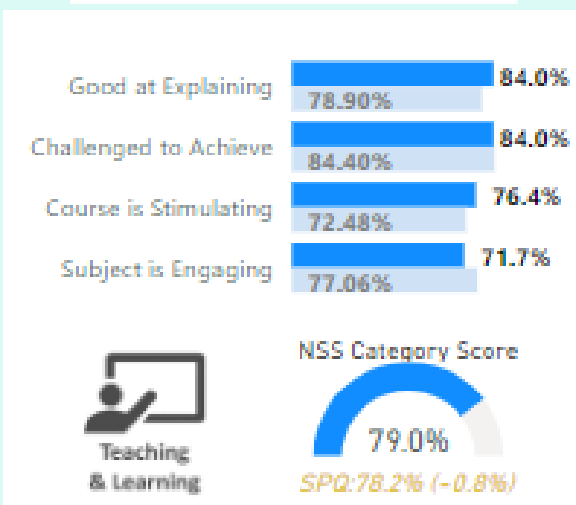
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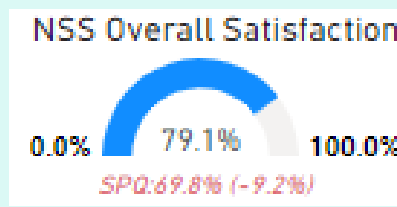
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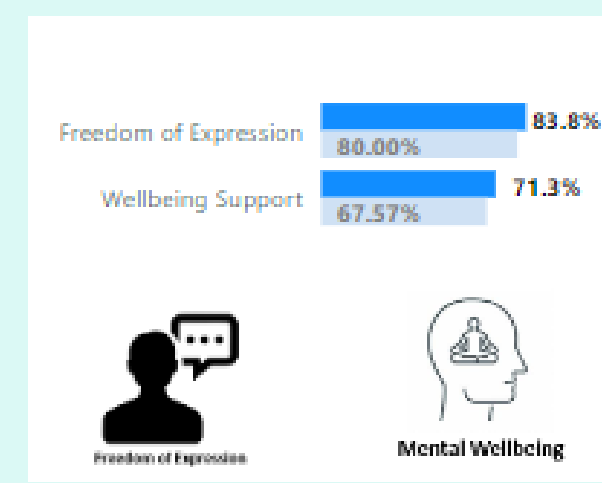
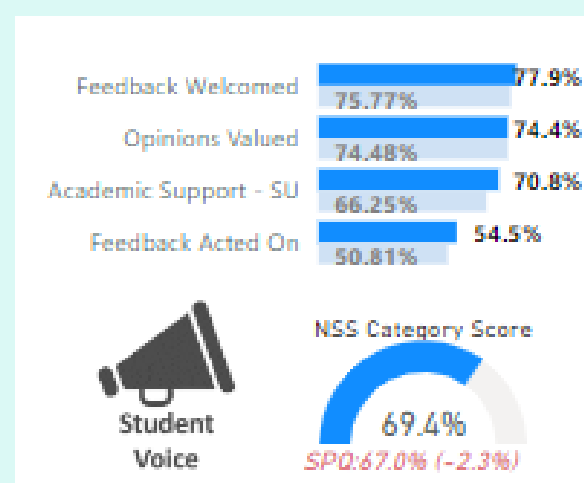
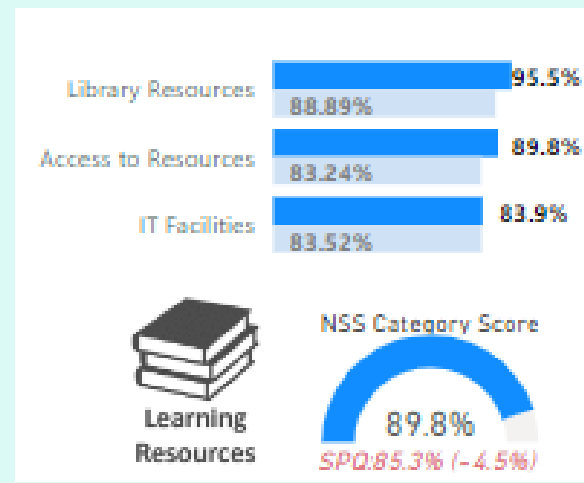
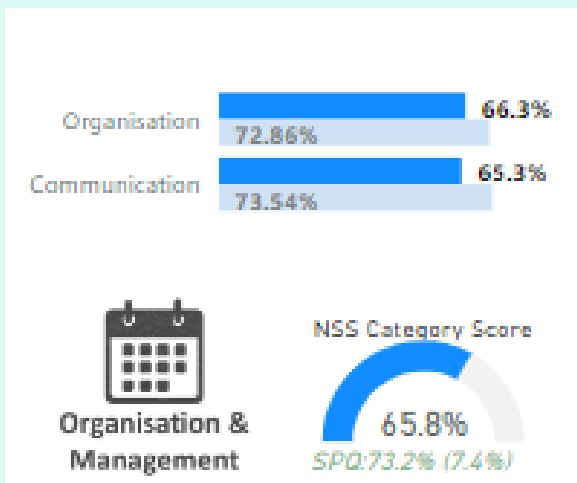
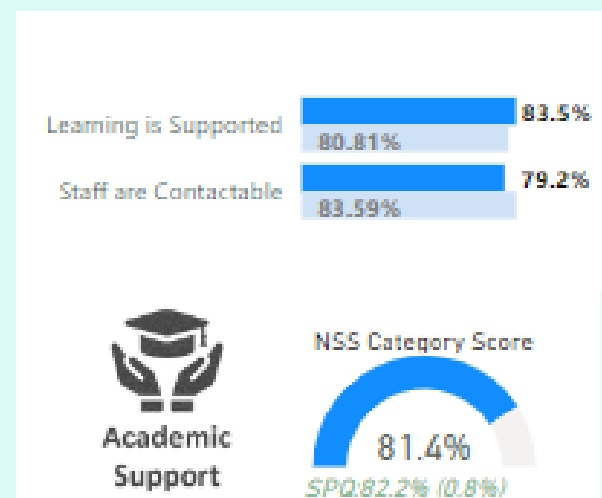
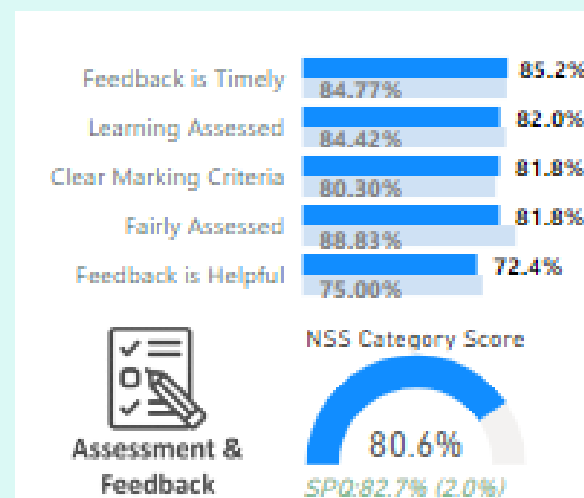
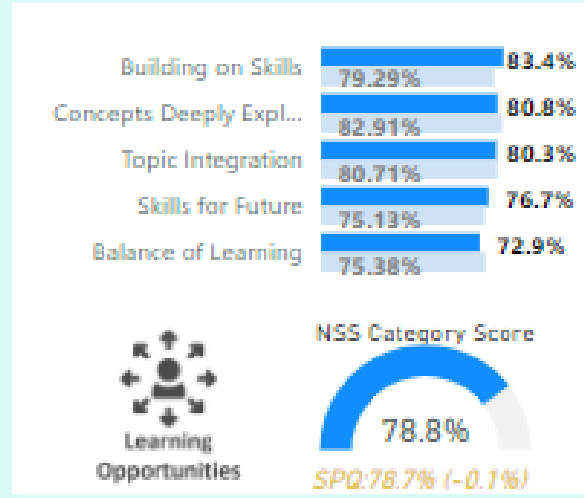
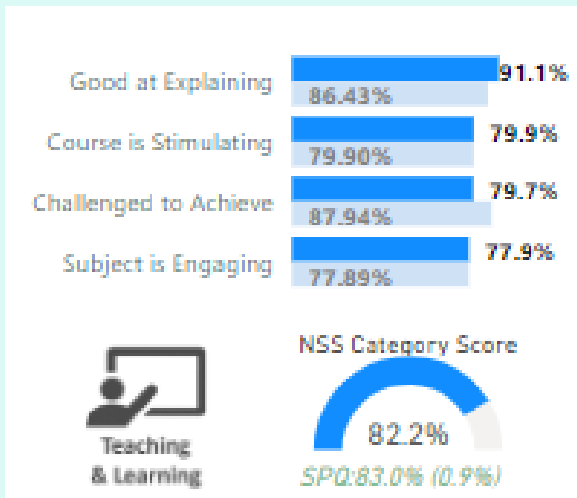
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[upsu.com](https://www.upsu.com) for all info