

Code of Practice for the Course Representative System

Code 16: 2018 Version 1.1
Effective from: 1 March 2020



Date	Supersedes	Description of Change
1 March 2020.	2018 Version 01.	Additional appendix and minor wording amendment about School responsibilities.

Document Owner	Approved By	Date Approved	Review Frequency
Students' Union.	Senate Regulations and Special Cases Committee.	11 April 2018.	Every three years.

Note: In exceptional circumstances, and subject to approval by the Chair of the Senate Regulations and Special Cases Committee, responsibilities assigned to Schools, Heads, of School, School Officers or School Committees in these Regulations may be assumed by the College, Head of College, College Officers or College Committees respectively, as appropriate.

Code of Practice for the Course Representative System



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This Code outlines the roles and responsibilities of Course Representatives.

Basic Principles

1. Course Representatives (Course Reps) are a crucial part of Bangor University. Through the successful implementation of a University-wide system, Course Reps can provide feedback on course content and assessment, course structure and teaching/learning approaches, and the general academic experience of their fellow students. Such feedback can be relayed to schools, colleges, Undeb Bangor (Bangor's Students' Union), Staff-Student Liaison Committees (SSLiCs), and ad-hoc meetings with senior staff. The involvement and support of teaching and administrative staff at both school and college level is paramount to the success of such systems.
2. The Course Rep System adopted by the University is based on close cooperation between the academic domain (schools), the Students' Union, and central services. Course Reps are elected to SSLiCs in schools. Liaison Committees are expected to consider and respond to matters that can be addressed at college/school level. Course Reps are expected to attend Course Rep Council meetings arranged by Undeb Bangor. Issues considered at the Course Rep Council meetings are raised by Officers of Undeb Bangor at the appropriate Task Group, other central committee or with the relevant member of University Staff.
3. Collaboration between Course Reps and academic staff is critical to successful student engagement. At Bangor, student engagement means enabling students to take an active role in the development, management and governance of our University, our academic programmes and our learning experience. This is achieved by working in partnership with Undeb Bangor and the wider student body, and through a well-supported and embedded course rep system.

Responsibilities of Schools

4. Normally, the Director of Student Engagement in each school should be responsible for oversight of the Course Rep system. This does not necessarily mean the Director should administer the system if other staff support is available, but the Director should ensure that meetings are taking place regularly, that any issues raised are followed up, and that the Course Rep system is meeting the requirements set out in this Code. The Director should normally co-chair their school's SSLiC with a student. The Director is also responsible for ensuring students are aware of how the school is working with Course Reps to continually improve the student experience, and where any changes are made, that these are communicated effectively to the wider student body.

Election of Course Reps

5. Schools should ensure that their number of Course Reps reflects the size, composition and nature of the school, by following the Students' Union's Course Representative Structure.
6. Schools should ensure that Course Reps are elected by fellow students using Undeb Bangor's online election system. In exceptional circumstances, or in the event of positions remaining vacant, schools can elect representatives through alternative means.
7. Schools should ensure that wherever possible:
 - All undergraduate Course Reps are elected within the first two weeks of Semester One. If a school wishes to elect Course Reps in years 2, 3 and 4 before the end of Semester Two in the previous academic year, they may do so on an individual basis, with agreement from Undeb Bangor.
 - All postgraduate Course Reps should be elected within the first two weeks of the commencement of their course, normally within the first two weeks of Semester One.
 - If all positions are not filled within the first two weeks of Semester One, efforts should be made after that date to ensure that all positions are filled. Schools can elect representatives through alternative means – this should be discussed with the Students' Union.
8. Schools should ensure that Senior Course Reps (Senior Reps) are elected by Course Reps using a timely, transparent and inclusive system. The system must ensure that:
 - All Senior Reps should be elected within four weeks of Semester One.
 - One Senior Rep should be elected in each school.
 - If the Senior Rep position in a school is not filled within the first four weeks of Semester One, efforts should be made after that date to ensure that the position is filled.

Meetings with Course Reps

9. School SSLiCs should meet at least twice each semester. The Senior Course Rep and all Course Reps should be invited to attend the meetings. Schools should communicate relevant information about the times and dates of the school SSLiC meetings to all Course Reps well in advance of the meetings.
10. Course Reps should be given information about the organisation and processes of the school SSLiC at the first meeting in each academic year.
11. School SSLiCs should be co-chaired by a student and a staff member (normally the Director of Student Engagement), agreed upon by the committee at the first meeting of each academic year. There should be at least two academic staff members (other than the co-chair) at each school SSLiC. The number of staff present should not outnumber the number of students.
12. Schools should follow the Template Agenda (Appendix 01) as a guide to ensure all relevant items are covered during each meeting.

13. Schools should be encouraged to use a Feedback Monitoring Log, such as that shown in Appendix 02, to aid in the tracking of changes made in response to feedback. This should be shared with all Course Reps and the Students' Union.
14. Minutes of school SSLiCs should be sent to all Course Reps regardless of their attendance at the meetings, in a timely manner.
15. Minutes of school SSLiCs (excluding any items of reserved business e.g. confidential, sensitive and / or personal issues) should be sent to Undeb Bangor's Representation and Democracy Co-ordinator, in a timely manner.
16. Minutes of school SSLiCs should be sent to the school's Board of Study for regular report.
17. Alongside the SSLiCs, schools should ensure that a Course Rep (normally the Senior Course Rep) is invited to any formal meeting where teaching and learning or student experience is regularly discussed, e.g. school Teaching and Learning Committees / Research Committees for Postgraduate students. Schools must also ensure Course Reps are invited to the school's Board of Study. Efforts should be made to include Course Reps at relevant College level meetings.

Communication with the wider student body

18. Schools should display contact details of their Course Reps in a frequently used location within the school, both electronically and on noticeboards. All students should be given details of the location of the Course Rep noticeboard and a list of Course Reps within four weeks of Semester One.
19. Schools should provide Course Reps with the means to distribute information to the wider student body (e.g. school website/email distribution lists.)
20. Schools should (within two weeks of the start of Semester One) provide the Undeb Bangor Representation and Democracy Co-ordinator with a list of Course Reps. Schools should keep their list of Course Reps up to date and inform Undeb Bangor of any changes made.

Support for Course Reps

21. It is recommended that the Director of Student Engagement hosts regular meetings with Course Reps alongside the formal SSLiCs, to ensure reps feel supported and to identify any issues emerging between meetings. The frequency of any such meetings should be agreed with Course Reps at the start of each academic year.
22. Where schools identify Course Reps who are not engaging in Rep activity, they should inform Undeb Bangor's Representation and Democracy Co-ordinator. Undeb Bangor should then contact the student and ascertain if they require any additional support to fulfil their role.

Responsibilities of Undeb Bangor (the Students' Union)

23. All Senior Reps and Course Reps will be invited to attend Undeb Bangor's Course Rep Council meetings. Course Rep Council meetings will take place at least twice a semester and will be chaired by the VP Education.
24. A summary of each meeting will be sent to all Senior Reps and Course Reps regardless of their attendance at the meetings.

25. Undeb Bangor will provide dedicated pages, including access to electronic resources on its website for the Students' Course Representative System. The website will display a list of names of all Course Reps in each school.
26. Undeb Bangor will regularly communicate information about meetings of its Course Rep Council to Senior Reps, Course Reps and the Director of Student Engagement within schools as necessary.
27. Undeb Bangor will provide an electronic handbook with information for Senior Reps and Course Reps, to assist students in their role.
28. Undeb Bangor will provide training for Senior Reps and Course Reps relating to Undeb structures, representation and democracy. The training will normally be completed in week 3-5 of Semester 1. The training will be coordinated by the Democracy and Representation Co-ordinator.
29. Undeb Bangor will make students aware, no later than week three of Semester One, of the information on training and the details of the Course Rep handbook.
30. The VP Education will review the information received from Senior Reps, Course Reps, colleges and schools. Any issues identified will be raised by Officers of Undeb Bangor at the appropriate Task Group or other central committee.
31. Undeb Bangor will contact Course Reps who may not be engaging in their role and offer them additional training and support. If the student continues to disengage, Undeb Bangor will work with the School and Course Rep to agree a solution for all concerned, in accordance with point 21 above.

Responsibilities of the Quality Assurance & Validation Office

32. Schools' and colleges' compliance with the Course Rep System will be monitored as part of the University's cycle of Internal Quality Audits, reporting to the Teaching and Learning Strategy Group. Urgent problems relating to compliance with the Course Rep System that require attention outside the cycle of audits may be referred, by Undeb Bangor, to the Pro Vice-Chancellor (Education and Student Experience).

Responsibilities of Senior Reps and Course Reps

33. Senior Reps and Course Reps are expected to:
 - Attend SSLiC meetings.
 - Attend Undeb Bangor Course Rep Council meetings.
 - Attend training provided by Undeb Bangor on the Course Rep System.
 - Read Undeb Bangor's Course Rep Handbook to fully understand their role.
34. Senior Reps and Course Reps should inform their school and the Undeb Bangor's Representation and Democracy Co-ordinator immediately if they no longer want to be a Course Rep.
35. Course Reps should make themselves known to students on their course at the earliest opportunity in Semester One. Course Reps should communicate with students on their courses to find out what the issues are and report these findings back to the school SSLiCs and Undeb Bangor Course Rep Council meetings.
36. Course reps should feedback information from school SSLiCs and Undeb Bangor Course Rep Council meetings to the students on their course.

Appendix 1

Student Staff Committee Example Agenda

**School
Date
Time**



- a. Chair's Welcome
 - b. Staff Attendees
 - c. Student Attendees
 - d. Apologies
 - e. Minutes of the last meeting
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1. Matters Arising
 2. Feedback to/from Undeb Bangor's Course Rep Council
 3. Student concerns / Best practice
 - 3.1. Teaching
 - 3.2. Assessment and Feedback
 - 3.3. Resources (e.g. Library, IT)
 - 3.4. Academic Support
 - 3.5. Organisation and Management
 - 3.6. Personal Development
 - 3.7. Other
 4. Comments/Feedback from specific student groups (list not exhaustive)
 - 4.1. Joint Honours students
 - 4.2. International students
 - 4.3. Welsh-speaking students
 - 4.4. Students with disabilities
 5. Update on NSS Action Plan
 6. PRES / PTES
 7. Programme (Re)Validation
 8. External Examiners Reports
 9. Any Other Business
 10. Date and time of the next meeting

Appendix 2**Feedback Monitoring Log Template**

Ideas for layout:

Layout 1

Item	Title	Year	Theme	Specific Feedback (Positive or Negative)	Resolution/s or Action/s	Action by who and by when?	Complete

Layout 2

Year 1 UG Feedback

Item	Title	Theme	Specific Feedback (Positive or Negative)	Resolution/s or Action/s	Action by who and by when?	Complete

Year 2 UG Feedback

Item	Title	Theme	Specific Feedback (Positive or Negative)	Resolution/s or Action/s	Action by who and by when?	Complete