

Code of Practice for the School Representative System



PRIFYSGOL
BANGOR
UNIVERSITY

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Date	Supersedes	Description of Change
22 January 2026	2020 Version	Changes to reflect new School Rep System
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.	22 January 2026	Annually

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 School Representative System



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This Code outlines the roles and responsibilities of School Representatives.

Basic Principles

1. School Representatives (School Reps) are a crucial part of Bangor University. Through the successful implementation of a University-wide system, School 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 School Rep System adopted by the University is based on close cooperation between the academic domain (schools), the Students' Union, and central services. School Reps are expected to attend SSLiCs in schools. Liaison Committees are expected to consider and respond to matters that can be addressed at college/school level. School Reps are expected to attend Undeb Bangor catch-ups: meetings held between the reps of an individual school and Undeb Bangor Student Voice Team. Issues considered at Undeb Bangor catch-ups are raised by staff or Officers of Undeb Bangor at the appropriate Task Group, other central committee or with the relevant member of University Staff.
3. Collaboration between School 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 school rep system.
4. The School Representative System aims to provide representation at a school level rather than at a course level. School Reps work as a team with the other reps in their school to ensure that students in their school have opportunities to feedback on their academic experience, regardless of their course, year group, mode of study or other factors.
5. This School Representative System is designed to empower students to make meaningful change to their academic experience, to give our School Reps the skills, support and confidence to make a difference at Bangor and to ensure continuous and effective dialogue with between the University, Undeb Bangor and students, in alignment with Bangor University's Student Experience Strategy 2030, and Undeb Bangor's strategy 2025-30.

Responsibilities of Schools

6. Normally, the Director of Student Engagement (DSE) in each school should be responsible for oversight of the School Rep system. This does not necessarily mean the DSE should administer the system if other staff support is available, but the DSE

should ensure that meetings are taking place regularly, that any issues raised are followed up, and that the School Rep system is meeting the requirements set out in this Code. The DSE should normally co-chair their school's SSLiC with a student. The DSE is also responsible for ensuring students are aware of how the school is working with School Reps to continually improve the student experience, and where any changes are made, that these are communicated effectively to the wider student body.

Appointment of School Reps

7. Schools should ensure that their number of School Reps reflects the size, composition and nature of the school, by following the Students' Union's School Representative Structure.
8. School Reps are appointed by Undeb Bangor, in collaboration with Schools. The appointment process may vary by school, according to the amount of interest in the role and other factors specific to the school.
9. Where programmes are subject to Professional, Statutory and Regulatory Body (PSRB) requirements, Schools may apply alternative representative structures or terminology to ensure those requirements are met. Where this occurs Schools should discuss proposals with the Student's Union, who should keep a record of the outcome of these discussions.
10. School Reps will be appointed at two occasions during the academic year:
 - Before the end of Semester Two of the previous academic year, for students in years 2, 3, 4 or on postgraduate courses.
 - Within the first two weeks of Semester One, for students in year 1 of an undergraduate or postgraduate course, and for any roles that have not been filled already.
 - 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.

Meetings with School Reps

11. School SSLiCs should meet at least twice each semester. All School 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 School Reps well in advance of the meetings.
12. School Reps should be given information about the organisation and processes of the school SSLiC at the first meeting in each academic year.
13. School SSLiCs should be co-chaired by a student and a staff member (normally the DSE), 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. Where needed Professional Services could be invited to the SSLiC meeting. The number of staff present should not outnumber the number of students.
14. Should alternative representative structures or terminology be present within a school (see point 9), examples of unity may include ensuring that at least one member of the SSLiC exclusively represents a specific PSRB-related programme.
15. Schools should follow the Template Agenda (Appendix 01) as a guide to ensure all relevant items are covered during each meeting.
16. 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 School Reps and the Students' Union.

17. Minutes of school SSLiCs should be sent to all School Reps regardless of their attendance at the meetings, in a timely manner.
18. 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 Co-ordinator, in a timely manner.
19. Minutes of school SSLiCs should be sent to the school's Board of Study for regular report.
20. Alongside the SSLiCs, schools should ensure that a School 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 School Reps are invited to the school's Board of Study. Efforts should be made to include School Reps at relevant College level meetings.
21. DSE are encouraged to communicate directly with School Reps outside of formal committee meetings.
22. In addition to formal committees, Schools should consider methods for engaging with all or specific cohorts of students, for example in-person Town-Hall style meetings (where all students from the school or cohort are invited to share feedback with staff and receive updates on outcomes of previous feedback) and/or all School teams meetings to gain feedback and enable active two-way communication. School reps could be encouraged to work with staff to organise and set the agenda for these meetings.

Communication with the wider student body

23. Schools should display contact details of their School Reps in a frequently used location within the school, both electronically and on noticeboards. Welsh-medium reps should be clearly identified. All students should be given details of the location of the School Rep noticeboard and a list of School Reps within four weeks of Semester One.
24. Schools should provide School Reps with the means to distribute information to the wider student body (e.g. school website/email distribution lists.)
25. Undeb Bangor should (within two weeks of the start of Semester One) provide the Schools with a list of School Reps. Schools should keep their list of School Reps up to date and inform Schools of any changes made.

Support for School Reps

26. It is recommended that the DSE hosts regular meetings with School 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 School Reps at the start of each academic year.
27. Where schools identify School Reps who are not engaging in Rep activity, they should inform Undeb Bangor's Representation 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)

28. All School Reps will be invited to attend catch-up meetings with the Undeb Bangor Student Voice Team. Catch-up meetings will take place at least twice a semester.
29. A summary of each meeting will be sent to all School Reps regardless of their attendance at the meetings.

30. Undeb Bangor will provide dedicated pages, including access to electronic resources on its website for the Students' School Representative System. The website will display a list of names of all School Reps in each school.
31. Undeb Bangor will communicate information discussed in catch-up meetings to DSE where necessary.
32. Undeb Bangor will provide an electronic handbook with information for School Reps, to assist students in their role. Handbooks are reviewed annually.
33. Undeb Bangor will provide training for School 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 Representation Co-ordinator.
34. 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. For reps who start the role after this date, a recorded version of training will be provided.
35. The VP Education will review the information received from School Reps, colleges and schools. Any issues identified will be raised by Officers of Undeb Bangor at the appropriate Task Group or other central committee.
36. Undeb Bangor will contact School 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 School Rep to agree a solution for all concerned, in accordance with point 27 above.

Responsibilities of the Registry

37. Schools' and colleges' compliance with the School Rep System will be monitored as part of the University's quality assurance cycle, which feeds into the Education and Student Experience Committee. Urgent problems relating to compliance with the School 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 School Reps

38. School Reps are expected to:
 - Attend SSLiC meetings.
 - Attend Undeb Bangor catch-up meetings.
 - Attend training provided by Undeb Bangor on the School Rep System.
 - Read Undeb Bangor's School Rep Handbook to fully understand their role.
39. School Reps should inform their school and the Undeb Bangor's Representation Co-ordinator immediately if they no longer want to be a School Rep.
40. School Reps should make themselves known to students on their course at the earliest opportunity in Semester One. School 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 catch-up meetings.
41. School 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**



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- 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 including reference to and use of Feedback Monitoring Log
 3. Student concerns / Best practice, for example around the themes below:
 - 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
 - 4.5. Commuting students
 5. Update on NSS Action Plan
 6. Update on PTES Enhancement Plan
 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