

FAQs for Programme Reps

During your time as a programme rep you are likely to be asked a variety of questions. It is perfectly natural to not have an answer for some of these. The Representation Team at Strath Union have produced this guide to help you answer them!

- A student has approached me about a personal issue, what do I do?
 - While you may want to do your best to help your classmate, dealing with personal issues is not part of the programme rep role. The best thing for you to do is to signpost the student to well-being services such as the Students' Union.
- How do I make sure students on my course know that I am their rep?
 - There are a few ways you can do this! Some reps in the past have set up Facebook groups for their course. You can also ask your course administrator for the class mailing list so you can reach all students! It is also worth introducing yourself before a class (but ask your lecturer first!).
- A student has approached me with a complaint about an individual member of staff, how do I proceed?
 - SSLC meetings are not always the best forum for raising issues. In this situation the best thing would be for you to meet with the program leader to discuss the issues the student has raised.
- What if I feel an issue isn't being listened too?
 - If you feel that issues raised at SSLCs are not progressing, you can contact your course director. Alternatively, you can speak to the representation team or the Vice President Education.
- How will I get invited to SSLC meetings?
 - You will be invited to SSLC meetings by the department administrator who will contact you directly.
- What if I cannot attend SSLC meeting?
 - Student reps are responsible for sending their apologies to the meeting convener with at least 24hrs notice if they cannot attend. In the case of illness, the rep should give as much notice as is possible on the day.

Need help? Contact the Representation Team!

The representation team is currently working from home, but you can get in touch by dropping us an email at:
strathunion.rep@strath.ac.uk

Strathclyde
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