



Programme Rep Handbook 2021-2022

Strathclyde
Students'
Union





Dear Programme Reps,

Congratulations on your election to your role as a Programme Representative! During your time as a programme rep this handbook will guide you through solving issues, who you can contact for more assistance and ways to record what you have achieved.

You are now in the position to make changes in students experience which will last and create positive change. This means you are an essential link between students and staff within the university and should take into account the role and responsibilities you have:

- To report feedback from students to staff and communicate any actions from meetings/committees to students directly.
- The power to advocate on curriculum, learning resources, learning and teaching, assessment and feedback, student progression and achievement, guidance and support.
- To represent the views of students within the class to your school, your faculty and any other relevant groups.
- The ability to collate and create campaigns to deal with issues or concerns raised by students.

The Students Union are here to help and support you during your time as a rep. We offer training to help develop your skills and understanding of the role and hold events to help you meet fellow class reps.

Currently the Representation team can only be reached via email as we are working from home: strathunion.rep@strath.ac.uk. As restrictions start to ease, we look forward to meeting you in person in the new students union!

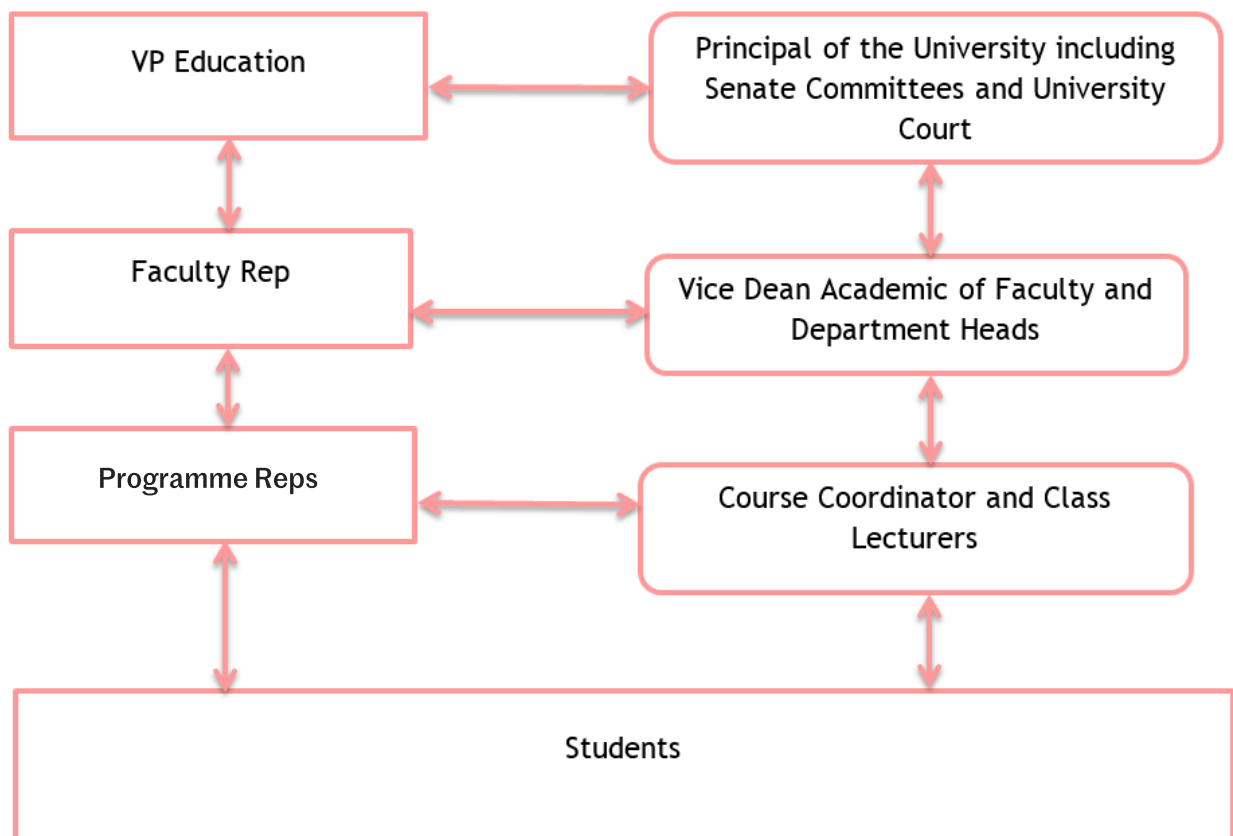
Where do you fit in?

As a programme rep you have many contact points to ensure you have support in any issues you have during your role. The main staff and your Exec member to get in contact with are:

- Andi Anderson; Student Voice Coordinator (andi.anderson@strath.ac.uk)
- Savinna Kritharidou ; Vice President Education (strathunion.vpe@strath.ac.uk)

From the diagram below you can see as students and programme reps you have a role to play in influencing higher authority to encourage change via campaigning and raising issues.

Programme Reps are the main feedback source for students and they have vital support from Faculty Reps and the VP Education.



The Faculty Reps have access to meetings which involve Department Heads, Class Coordinators, Lecturers and Vice Dean Academics. These staff can pick up feedback from students, class reps and fellow staff members which can be reported to these meetings.

The VP Education can communicate with all the student representatives to pass on their feedback at university level meetings at Senate and Court.

How to Represent your students?

- Programme Reps gather the views and concerns of other students in their course and feed them back to lecturers directly and to the department at Student Staff Liaison Committee meetings (SSLC) and to Strath Union.
- It is important that you make yourself known to your course. You can do this by asking your lecturer to introduce yourself to the course. You can also request your course coordinator to email the class on your behalf with your details and you can also make a Facebook page or utilise existing Whatsapp groups to message your contact information to the relevant members of the course.
- Programme Reps can also attend Student Parliament happening each semester, where they influence and direct the work of StrathUnion throughout the year. This is through proposing motions and voting on motions brought to parliament in the role as a programme rep.
- Another event which Programme Reps should attend is Education Committee where reps can meet fellow reps and directly report back issues to the Union. Faculty Reps also attend this committee so it is a great opportunity for Programme Reps to get in touch with their Faculty support.
- Programme Reps are trained and supported by StrathUnion, and these training sessions should provide you with the skills needed to work the most efficiently during your time as a Programme Rep. These sessions will help to promote the key responsibilities and methods through which you can further your skills during your role as a programme representative.
- The Union also holds events which give students the opportunity to meet fellow programme reps and raise any issues to staff in the Union. These include Education Committee attended by the VPE and events such as Student Congress.



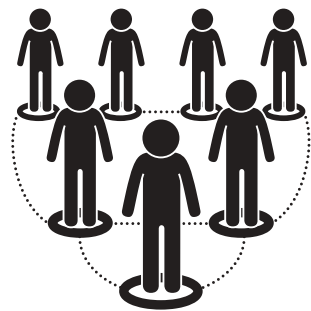
Examples of Problems you could face...

- A student approaches you about feedback they still haven't received for an essay they submitted over 3 weeks ago to the class. Exams are in a week and they need the feedback as the exam for the class features essay writing and previous coursework hadn't gone as well as they had hoped. What can you do to help?

This issue surrounding feedback from a class is one that can be solved via email or meeting face to face with the class coordinator. You need to stress the importance of the feedback for the student as the exam features essay writing and they need pointers following on from other essays which weren't successful prior.

- After the class exam students raise concerns with you that some of the included questions weren't covered on the course. Due to the fact the exam is a large percentage of the final grade for the class they want to do something about the questions. What can you do to help?

This issue surrounding exams is more common than you think. It is an problem the class coordinator is equipped with dealing with but if any further help is required the Union is a good place to come and discuss the issue with the exam with your VPE. You can also enlist the help of your faulty rep in case this is recurring issue in your department.



- Students approach you about required software on university PCs being missing and the impact this has on their studies. As the class requires substantial independent study using this software, it is hindering their ability to complete tasks without buying the software itself or using department computers only available for certain periods. What can you do to help?

This issue surrounding software is not something as a programme rep you can easily solve, you can raise it with in an SSLC and the class coordinator to make them aware but this is an issue you should pass onto Faculty Reps who can bring it to the faculty and library representatives who can enact change on this issue. If you need help with this issue, your VPE is someone you can speak to about setting up a meeting between the reps and library staff to discuss a possible solution.

How you can be more engaged with your students?

Education Committee

This committee meets once every semester and is a chance to discuss and represent all academic issues at Strathclyde.

Attending these events will help you engage with lots of different students.

StrathUnion

The Student's Union is a separate organisation to the university and supports the student representation structure, provides students with a wider university experience through clubs and societies and volunteering opportunities.

SSLC

Student-Staff Liaison Committee are attended by Programme Reps and relevant staff to discuss any issues and report on feedback received. These happen twice over an academic year at the least.

Ask the Principal

This event will occur once every semester as a chance for students and class reps to ask the Principal of the University their pressing questions while gaining some new skills.

Follow us on Twitter and Facebook:
[@strathreps](#)



Faculty

Representatives

These are faculty level representatives for students who attend faculty level meetings and are often in communication with class reps over any issues they have.

Student Congress

This event will occur once every semester and gives Reps the chance to meet the Vice President Education and participate in workshops that will help both with the Rep role and provide skills for future career development.

Feel free to get in touch whenever.

Vice President Education

This is the elected officer who is responsible for academic issues from the student's union. They deal with programme reps, learning and teaching problems and individual student group issues

General FAQs

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How do I get started in my role?

How do I deal with a problem a student has brought me?

Who should I contact first if I need help?

How can I show I've been a class rep during my time at university?

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Answers...

Get started in your role by introducing yourself whether this be over email, in person or via a group to the class you are representing, it's as simple as that.

Dealing with a problem sent to you by a student normally starts with asking them how they would like the problem to be resolved and then taking appropriate action to see this resolution achieved.

This could be in an SSLC or meeting or emailing with staff you think could help bring about the change required.

Your first point of contact for any general issues faced while your a programme rep can be the Union's dedicated rep email - strathunion.rep@strath.ac.uk. Other than that your VP Education can help you with bigger issues and you can drop her an email at strathunion.vpeducation@strath.ac.uk

It is something you can put on your CV as a position which has given you transferable skills. It is a position which will see you help students and is very rewarding.



Blended Learning FAQs

"I have concerns about attending in-person lectures"

"Will blending learning last the entire academic year?"

"I am an international student and currently unable to travel to the UK"

Answers...

If a classmate approaches you in regards to having concerns regarding the return to campus, and your Department or School has indicated the intention to resume on-campus activities, signpost them to contact the programme leader to discuss their individual circumstances. They will be able to talk through the options in relation to the requirements of the programme.

The university is following the Scottish government guidelines in relation to Covid-19. Currently the university is planning a blended approach to learning, and will keep students up to date with any changes to this.

The University has stated they will take a "hybrid learning" option this. Should a fellow classmate ask for advice regarding this, you should signpost them to your course leader to talk through their options, and they may also want to submit a formal request to the Department or School that runs your programme, by following the Personal Circumstances Procedure.



Key Contacts

Student Voice Co-ordinator: Andi Anderson
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strathunion.rep@strath.ac.uk

VPE StrathUnion: Savvina Kritharidou
strathunion.vpe@strath.ac.uk

