ACADEMIC REPS NETWORK

PROGRAMME REPRESENTATIVE HANDBOOK 2017-2018

INDEX

This booklet contains all the information you will need to be a successful Programme Rep. Have a look through it now that you've been elected, but also keep hold of it and come back to it when you have a question. The Jargon Buster on page 16 should be helpful at University meetings!

WELCOME

From Your Vice President Education, Vivian Van Lent

Congratulations on being elected as a Programme Rep! We are looking forward to working with you and appreciate the hard work and dedication you will put into your role over the next year!

As a Students' Union, we are here to represent your academic interest.

As a Programme Rep you are now a key part of a history of engaged students at the Students' Union, University of Greenwich. You will be playing an important role in the development of your programme and the wider University through representing your peers.

But, you are also an essential link for the Students' Union. The Students' Union is developing and growing more and more every year, and relies on you to help shape and develop the future of the Union because your knowledge as a student is invaluable!
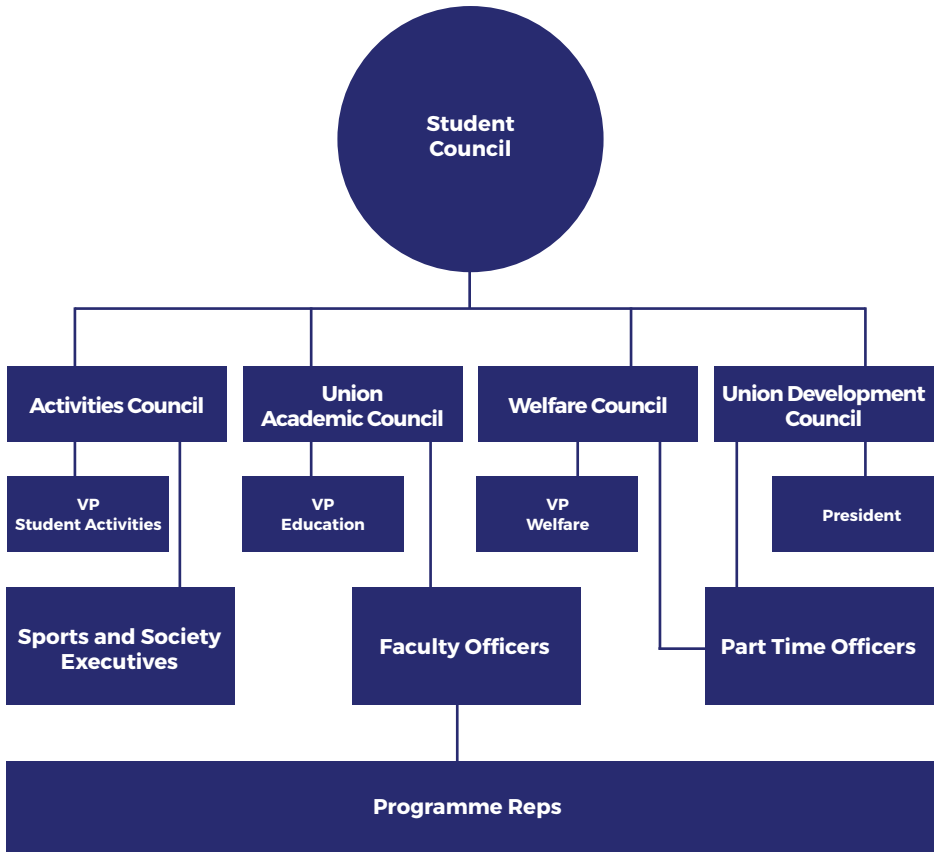
We wish you luck for your term in office, and if you're ever in any doubt be sure to come to the Students' Union for support. Thank you in advance for what we know will be another successful year!

Vivian is based in the Students' Union Building on the Ground Floor of Cooper Building (Greenwich Campus). Vivian also spends dedicated time at the Avery Hill and Medway campuses each month.

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PROGRAMME REPS: HOW IT WORKS

Congratulations on being elected as a Programme Representative! As a student you're already a member of the Students' Union, University of Greenwich (SU), but now as a Programme Rep you're also part of our representation system. This aims to make sure students get their voice heard and are able to make changes at the Union and the University. You're now going to be representing your own and your classmates' academic interests. You're not alone as a Rep, we have around 1,000 Reps, in 5 different types of roles; Programme Rep, Faculty Officer, Part-Time Officer, Sports and Societies Executives, and Full-Time Officers (one President and three Vice Presidents). See how all these positions fit together, as well as what Students' Union committees they sit on, in the image over the page.

Student Council

Activities Council

Union Academic Council

Welfare Council

Union Development Council

VP Student Activities

VP Education

VP Welfare

President

Sports and Society Executives

Faculty Officers

Part Time Officers

Programme Reps

YOUR ROLE
Meetings to Attend

Meeting	Who Will be there?	What Will Be Discussed?	How Often?
Programme Rep Training	-Other Programme Reps from your Campus -Key Students' Union staff members -Vice President of Education	Your role and the skills you need to do it.	Once or twice per year. There is also training available online.
Annual Members Meeting	-Sabbatical Officers -Students' Union Staff members -Any student or member of staff may attend	How the Students' Union runs and how it should run.	Once per year, this year it's being held on 16th November at Greenwich Campus.
Departmental Programme Committee Meeting	-Head of Department -Programme Leaders -The other reps for your Programme	This is where you give your feedback on how you and the students you represent find your course.	One per month (for roughly one and a half hours).
Student Staff Liaison meetings	-All Programme Reps for the department. -Lecturers -Head of Department -Library staff	Updates about the programme/ department, and problems and feedback from Reps.	At least once a term, run either by the faculty or department (it might be called something different in your department).
Faculty Forums	-Vice President Education -Faculty Officers -Other Programme Reps from your Faculty -Key Students' Union staff members	A chance to feedback to and ask questions of the Faculty Officers and VP Education.	Once per term (for roughly one hour) see the dates of this year's forums on the website: www.suug.co.uk /academicrep/.

As a Programme Rep you...

- Are the voice of students studying on your programme.

- Take active engagement with how decisions are made.

- Work in partnership with the Students' Union and University.

- Liaise with your Programme Leader and Tutors on a regular basis.

- Represent your peers' academic interests at various meetings, addressing issues which impact students' experience at University.

- Work with the Students' Union and feedback information to develop policy and educate students about important issues at University.

- Actively engage the opinion of your peers and make sure you are up to date on what the students you represent think.

- Come up with new ideas and innovate.

There are usually two Programme Reps on each Programme (or course) for each year, this means that you will be able to work together to best represent your programme. Both reps are expected to attend all meetings, though you should work together to share information and feedback from students.

Training

Programme Rep training offers you more info on your role as well as helping you gain skills, such as; getting feedback from students, how to bring up issues to the university and how to make sure the university takes your feedback into account.

All Programme Reps are required to attend training, if you're a first year then you'll get most use out of attending one of our in-person training sessions. You can find dates for the upcoming sessions on our website here: **www.suug.co.uk/academicrep/**

If you're a returning Rep then we recommend our online training, which you can also find out more about on our website. If you've been a Programme Rep before you're still welcome to attend our in-person training, but the online one will focus specifically on improving on the skills you've already gained.

Job Description

By standing for this position you've agreed to volunteer for this academic year as a Programme Rep. We've written a Job Description for the role, so you know exactly what the University and Students' Union's expectations of you are.

Are you approachable, a self starter with an interest in academic representation, change and your University experience? Then this is the role for you! No previous experience is required!

This role description is designed to give you an idea of what volunteering as a Programme Representative means. It highlights the commitments, skills and benefits that you can expect from being a Programme Rep.

Job title:
Programme Representative (Programme Rep)

Location:
Primarily at the campus your faculty is based in (Greenwich, Avery Hill or Medway).

Time commitment:
An average of 1 hour a week during term time, variably distributed between weeks.

When:
Beginning of your course year to end of course year (i.e. September to May, or March to March).

Benefits:
Training and support offered and a reward and recognition scheme.

Responsibilities:
-Attend and contribute to meetings
-Student Staff Liaison meetings
-Faculty Forums
-Engage students from your faculty to gather information and feedback
-This can be completed using a variety of methods including holding focus groups, drop-in sessions, surveys, and social media engagement tools
-Contribute to the Academic Reps Network (ARN) through submitted student feedback through the online system
-Communicate your actions and outcomes back to students

Person Specification (key skills and attributes):
-To have good communication and time management skills
-To be a professional and responsible ambassador of the Students' Union
-Have a willingness to engage with students

Support:
-Training provided at the beginning of your term as a Rep
-Ongoing development opportunities throughout the year
-Support from full-time staff from the Students' Union committed specifically to supporting Academic Representation, and your Faculty Officers
-Your lecturers, Programme Leaders, and other University staff will also assist you in achieving your duties

ARN: Academic Representative Network

This is a feedback system which allows you communicate anything with us, whether you've missed a training session, have a question or have an issue with your course. ARN runs on the Unitu system which students from the CDPA or Built Environment departments should already be familiar with.
It takes just a minute to sign up to the network which you can do here: **greenwich.unitu.co.uk**

There'll be more info on how to use ARN at our training sessions, and you can also find a help sheet on our website here: **www.suug.co.uk/academicrep**

Tips and Tricks

These are the things which last year's Reps said were most important to them doing their job.

Communication
-Ask your tutor if you can introduce yourself to your class. You can stand up and say 'hello' or send out an email explaining your role.

-Join the UoG Programme Reps Group on Facebook to share info with other Programme Reps.

-Don't be afraid to set up groups after a lecture or in a break to chat to students about their problems and successes. You are a representative for all of your students' ideas, not just your own!

-Why not hand each student a post-it note and ask them to write down a suggestion or problem they are facing.

Gathering Ideas
-Look at recent student feedback e.g. National Student Survey (NSS) results.

-Keep in touch with other Programme Reps to find out if there are any ongoing issues, and how other faculties have dealt with them.

Feeding in
-You can do this at the termly Faculty Forums or by speaking to your Vice President Education at any time.

-You can pass issues on to your Faculty Officers to raise in the Faculty Student Experience Committee, and to the Academic Council.

-You should also pass on any information you gather to the department through ARN.

Feeding back
-Coordinate with other Reps in your programme to send an email out to your whole programme on what issues you raised and what the outcomes were.

-Update any social networking pages after each meeting or development.

-Let your Faculty Officers know if you run into difficulties or come across something you think might affect a wider range of students.

Organisation
-Keep a reminder system for meetings, so you can be professional and have time to prepare for meetings by consulting your students first.

-Keep a record of what you raise and what the outcomes were. You can use this to pass feedback to Faculty Officers, Students' Union Staff, and the students you represent!

-Every time you work on an issue or have a win, let the Representation team know. We can help, promote and reward your hard work! It just takes a note on ARN and you may get a shout out in our monthly Rep newsletter.

SUPPORT

Representation at Greenwich Students' Union

As a representative of the Students' Union you will get support from the Representation and Advice department. The key staff members for you to know are our Representation Coordinator and our Academic Representation Manager. The best way to contact the Academic Rep team is through the Reps email address: **reps@gre.ac.uk.**

Our team offers training when you first enter your role as well as ongoing support throughout the year. You'll receive a monthly Rep Update email from us, as well as other emails about particular opportunities. If you need help or support with a particular issue or in general about your role, then please get in touch with us at **reps@gre.ac.uk**, or you can visit us during our drop-in sessions. You can find the dates of these sessions on the website at **suug.co.uk/academicrep/.** In general the best way to get in touch about anything to do with being a Programme Rep is to login to the Academic Reps Network! The appropriate person will then get in touch.

GK Unions Support

GK Unions (gkunions.co.uk) is Greenwich and Kent Unions together, who work to provide services and support to the Medway students. As the Greenwich representation staff are based between Greenwich and Avery Hill campuses, the GK Unions staff offer Medway Programme Reps support. The key contact for Medway Reps is: representation@gkunions.co.uk. You can also find out our drop-in times at Medway on the Greenwich Academic Reps website: suug.co.uk/academicrep/.

Officers

You can also get support from our Elected Officers who will be happy to collaborate with you on issues and campaigns. The officers most relevant to your work are the Vice President Education, Vivian Van Lent, and the Faculty Officers. There are four Faculty Officers per faculty, with one place reserved for a Post Graduate. The Faculty Officers are your first point of contact, as it's a big part of their role to support you. They will also be able to take your issues to Academic Council. The Faculty Officers are elected at the end of October, and once they've been elected you will be able to find out who the officers are for your faculty here: **suug.co.uk/officers.**

Union Academic Council

Union Academic Council is the place where issues around education are discussed in the Union (University Academic Council is a meeting the Vice President Education attends, which decides on all the big issues around learning and teaching at the University). Faculty Officers, Academic Society leaders, and the Vice President Education attend Union Academic Council and Programme Reps can attend every second meeting (see when they are here: **www.suug.co.uk/academicrep**). The sort of thing which is discussed ranges from changes in national education policy (like tuition fee changes), changes in University education policy (like changes to assessments) and issues brought up by Faculty Officers and Programme Reps (like essay feedback being returned late). If you want to raise an issue at Union Academic Council, because you think it affects more departments and faculties than your own for instance, get in touch with a Faculty Officer from your faculty.

Advice @ Greenwich

Advice @ Greenwich is a free, independent and confidential service available to students. As a Programme Rep, you'll speak to lots of students, and some of those students may be facing certain issues. The place you'll most likely need to send students to is Advice @ Greenwich, or the University Wellbeing Service. It is extremely important that you do not give advice. The Union has experienced and qualified advisors who are employed solely to help students. For example, students may approach you about having too many assignments and not being able to cope or a student may say they're struggling with financial issues. No problem is too big, or too small, and you should always forward them to the advice team.

To contact Advice @ Greenwich, or the GK Unions Advice Team, please use the below contact details or check out the website for further information. **suug.co.uk/advice** 020 8331 8267 or **gkunions.co.uk /advice** 01634 88 88 55

University Wellbeing Service

The Student Wellbeing Service is a University service which provides information, guidance and support to current and prospective students with disabilities and specific learning difficulties. They offer support for a range of things including Disability & Dyslexia Advisors and Councillors. All appointments with the Wellbeing Service are offered on self-referral basis, see contact details below:
Disability & Dyslexia
·Tel: 020 8331 7875 or Email wellbeing@gre.ac.uk
Counselling
·Tel: 020 8331 9444 / 020 8331 7875 or Email: counselling@gre.ac.uk
Mental Health Coordinator
Tel: 020 8331 7875 or Email wellbeing@gre.ac.uk

Ground Rules for Supporting Students with Difficulties

1. Don't give advice! Listen – check what's wanted – refer on to Advice @ Greenwich.

2. Ask for support! Make use of the expertise within the SU, including the Representation and Advice team.

3. Share Information. If there's an issue going on with an individual student, or with a course, inform the SU.

4. Referring students for advice. Always inform the Advice service if you are worried about the welfare of a student.

Main emergencies we're concerned about:
·No money for food
·Risk of eviction, disconnection or loss of essential services
·Serious risk of harm for whatever reason
·Emotional Distress and/ or suicidal thoughts

Out of hours support:
·In an emergency, call 999 (police, fire, ambulance)
·Emotional distress: Samaritans (116 123), London Nightline (0207 631 0101)
·Shelter housing advice helpline (8am – 8pm: 0808 800 4444)

5. Response times: The advice team can be busy, but will respond to email and phone enquiries within 2 working days.

6. Confidentiality: We'll only break confidentiality in the limited circumstances set out in our Service Standards (**www.suug.co.uk/welfare/ advice/standards**). Otherwise, we will not share information with the rest of the SU without consent. As a Rep you should also keep confidentiality about sensitive issues.

PROGRESSION + RECOGNITION

Faculty Officer and Vice President Education

We hope that you find being a Programme Rep challenging and rewarding this year and if you do, you should start thinking about where to go from here. Being a Programme Rep is the perfect experience if you want to go on to be either a Faculty Officer or Vice President Education.

Faculty Officer

•If you have more years of study to come and are looking for a Part Time role which will challenge you and help develop your leadership skills, then being a Faculty Officer is for you.
•Elections for the role usually happen in October, but if you're interested then you can talk to the Representation team at any time of year and we'll be happy to give you some more information.

Vice President Education

•If you want a full time, paid and challenging role then Vice President Education is for you. This role puts you at the heart of the Union and University, where you'll challenge both institutions on education and academic issues, as well as lead the Union as a trustee.
•This is great professional experience for any future job you may wish to have. The elections for this role take place in March and there will be lots of information about it when the nominations open in January, however feel free to come and chat to the Representation team about running at any point.

Volunteering

As a Programme Rep you're volunteering your time to represent your fellow students to the University and Students' Union. We want to make sure that you get the most out of this experience and can use it as part of the employability skills you develop while at Greenwich. The best way to do this is to use the Union and University volunteering and employability tools, where you'll get rewarded and recognised for your hard work.

Greenwich Students Certificate of Volunteering (GSVC) – Volunteering Toolkit

You can log your volunteering hours (including the time you spend consulting with students and attending meetings) into our Volunteering Toolkit (**www.suug.co.uk/volunteer/toolkit/**). Signing up is really easy and will enable you to keep a more accurate record of all the wonderful time you have put in! Once you're signed up as a registered volunteer you will be able to log the skills you have gained from your volunteering experience, or even from your work placement. We encourage our volunteers to log their hours and skills regularly, to make sure that none are forgotten about and not recognised. So make sure you keep your eye out for our prize draws!

If you're interested in attaining even more volunteering hours, you will also be able to search for other volunteering opportunities, which can range from helping the Students' Union at Welcome, to teaching sports to kids for a charity, to helping to run a student society. Logging your hours on the Toolkit makes you automatically eligible for the GSCV, which has 4 levels, Bronze, Silver, Gold and Gold+, all earned through logging your hours and skills.

Being accredited with the GSCV will be something great to add to your CV and will hopefully help you when you come to leave University and are looking to start your career! If successful in completing one of the GSCV levels, you will be presented with the certificate.

University Employability Passports

All faculties now run Employability Passports, which is a reward scheme where you gain passport points for logging the activities you do which add to your employability. This can include running a society, volunteering, having a part time job, or attending training. Different faculties offer different points for being a Programme Rep, so get in touch with your Faculty or Programme staff to ask how it works for you!

Student-Led Teaching Awards

The Student-Led Teaching Awards is a yearly event that rewards the lecturers and staff members from the University who are committed to delivering the best possible teaching and supervision within the student experience.

These awards are completely student-led to ensure true authenticity for the recognition that staff members receive.

This means that:
-Only students can nominate staff members
-Students sit on the board that discuss the nominees and winners
-Students assist and lead in the organising and presentation of the event
For the first time, this year Programme Reps will also be eligible to receive awards!

This is still being finalised so we don't know what the categories are yet, but the best Reps from each faculty will receive awards for their hard work. For more information and to nominate (once they are open) go to www.suug.co.uk/slta

HEAR

The final method of recognition is that your work as a Programme Rep will be highlighted in your Higher Education Achievement Report (HEAR) which you will receive shortly after you graduate. This will give a breakdown of your grades and can be presented to other institutions for further study, or prospective employers.

F.A.Q.

1. What are Volunteering Hours, and how can I 'log' them?

As a Programme Rep you are volunteering your time to represent the academic interests of students. You can record (or log) the hours you spend doing this through the Volunteering Toolkit, for more info see page 13 of this booklet. Remember that attending meetings and training at the Students' Union also counts towards your volunteering hours!

2. When/where are my departmental meetings?

The staff in your department will invite you to departmental meetings, but if you have trouble with this let the Representation team at the Students' Union know and we'll look into it. You can always get in touch with us through ARN or at reps@gre.ac.uk.

3. What can I do if I can't make a training session

There is always online training available at www.suug.co.uk/academicrep we'll also run top-up sessions throughout the year, so keep an eye out on the website for those dates.

4. What can I do if I can't make a university meeting?

Let the person who sent you the invitation know you can't make it, chat to the other Programme Rep on your course before and after the meeting about what you want to bring up and what was discussed. Remember that you can send over any feedback you've collected to the meeting without being able to go yourself.

5. Why does this matter?

Every student at Greenwich cares about their degree; how it's taught, how it's marked and how enjoyable it is. You have been elected to represent their academic interests on all of these areas to the University and Students' Union, so you've got the ability to make big changes to students currently on your course as well as those who take it in the future.

6. Where do I go if I have a problem?

Whether it's a problem with your course (e.g. essay feedback is late) or with being a Rep (e.g not invited to a relevant meeting), log onto the Academic Reps Network and let us know. The appropriate person will then be in touch!

7. How do I reach out to students?

This can be a tricky part of being a Rep, but it can also be the most rewarding bit. We'll go over methods of getting student feedback during training, but always bear in mind that you can reach out to students in whatever way that suits you! If you don't want to talk to students in person, then send out a survey, or give each student a post-it note on the way into a lecture and collect them back with feedback on the way out.

JARGON BUSTER

Ever been in a meeting that has been so fast paced, with acronyms being thrown left and right and you have had no idea what any of them mean? Wonder no longer with the Students' Union Jargon Buster, a helpful guide to meeting jargon that should get you through any university meeting! If something comes up and it's not on the list, let us know and we'll add it! Email reps@gre.ac.uk. Don't worry about remembering, or even knowing, all of these now, this is a list to come back to when you need it.

Academic Planning Committee	The Academic Planning Committee (APC) is responsible for academic portfolio planning and development, and for making recommendations to Academic Council on approval and re-approval of partners, with due consideration for enhancing quality and standards.
Academic Quality and Standards Committee (AQSC)	The Academic Quality and Standards Committee (AQSC) is responsible for the development and implementation of policy and procedures relating to the academic quality and standards of all academic provision within the University and of the academic programmes offered by partners in the UK and overseas which lead to University of Greenwich awards or recognition of credit.
Agenda	The list of issues that are to be discussed in the meeting. This should be sent to you in advance.
Alumni	Former students of UoG. UoG has a lot of famous and notable alumni including Natasha Beddingfield, JME and Malorie Blackman.
AMM	Annual Members Meeting for the Students' Union, where students get to decide how the union runs.
Annual Monitoring	Once a year course teams look at data and feedback about their course to identify issues or trends which they need to make a change to.
ARN	Academic Reps Network, see page 9.
AOB	Any Other Business. This is the section at the end of many meeting agendas, where an item can be brought up that has not appeared on the agenda.
Audit	'Audit' considers evidence to see how much the University complies with its procedures or policies.
BAME/BME	People who are Black and Minority Ethnic / Black Minority Ethnic.

Chair	A person who leads the meeting. They will make sure that everyone is given a chance to speak. They also ensure that the right amount of time is given to agenda items so that the meeting does not run over.
Chancellor	The formal leader of the University, our Chancellor is Baroness Scotland. The Chancellor presides at ceremonial occasions and acts as an ambassador for the university. The post is an honorary one.
Chief Operating Officer (COO)	Anne Poulson oversees the running of all of the services offered by the University such as HR, ILS, Student Affairs, Statistics and Planning and works closely with the Faculty Operating Officers who oversee the operations within their faculties. ACH-Lee Devin Business - Peter Taylor FEH- Jeremy Williams FES- Stuart Ashenden
Court	Governors who oversee the mission and character of the university. The University Court is the main decision making body of the University. It has the ultimate responsibility for the strategic plans of the University and for the deployment of resources. The Court monitors the overall performance of the University and holds the Vice-Chancellor accountable for effective and efficient management.
DSE	Director of Student Experience. They coordinate changes to make life as a student better. There is one DSE per Faculty. Corine Delage for ACH, Colin Allen for Business, Simon Leggatt for Education and Health and Michael McGibbon for Engineering and Science.
DVC	Deputy Vice Chancellor. They are senior university staff who coordinate the areas of academic and research. We have two DVCs – Karen Bryan (Academic) and Javier Bonet (Research and Enterprise).
Educational Development Unit (EDU)	They work in partnership with Schools and Offices to promote innovation and excellence in learning, teaching and assessment that meets the needs of students and enhances the student learning experience and reputation of the University.
Equality Diversity and Inclusion (EDI)	Ensuring that the university is free from discrimination and is a diverse and tolerant place to study.
Evasys	The course evaluation system used by the University.
Faculty	We currently have four faculties: Architecture, Computing and Humanities (ACH), Education & Health (FEH), Engineering & Science (FES) and Business.
Faculty Board	A Faculty Board is responsible to University Academic Council for coordinating the work of the Faculty's constituent academic units in the furthering the University Corporate Plan and Key Performance Indicators.

FE	Further Education e.g. colleges and sixth form centres.
HE	Higher Education e.g. universities.
HEFCE	Higher Education Funding Council for England.
Information and Library Services (ILS)	Anything to do with IT and the library service may be referred to as ILS.
Membership	The group of people who attend a certain committee.
Minutes	A record of what has happened in a committee. Usually someone at the committee will have to note down everything that is discussed and these notes will be circulated as "minutes" after the meeting has ended.
NSS	National Student Survey. A survey open to all undergraduate final year students to give their feedback on their experience.
Papers	Before each meeting the secretary to the committee will ask for contributions to the agenda and will send out the papers which explain what will be discussed in the meetings.
PG	Postgraduate. Postgraduates are either Taught or Research.
Pro-Vice Chancellor (PVC)	There is one per faculty and they are the heads of each of the faculties. ACH – Mark O' Thomas Business – Jon Sibson FEH – Chris Philpott (interim) FES – Martin Snowden
QAA	Quality Assurance Agency; they aim to safeguard standards and improve the quality of UK higher education.
Quality Unit	The result of the reshaping of quality management has been the creation of a single University quality management team - the Academic Quality Unit (AQU) - to encompass all of the key institutional and local-level quality and standards activities.
Review	'Review' is a self-assessment of achievement against stated aims and objectives, asks for student opinions and considers evidence.

SEC	Student Experience Committee. The Student Experience Committee (SEC) is responsible for the strategic development and implementation of policy and procedures that ensure and enhance all aspects of the student experience.
Student Affairs	Student Affairs staff provide a range of services to colleagues within the university who work with students, from support and welfare to employability skills-building.
Student Council	The highest democratic decision making body within the Students' Union. They come together to make policy for the Students' Union.
Union Academic Council	Where Faculty Officers, Academic Society leaders and the VP Education discuss academic issues.
University Academic Council	Makes recommendations to the Court towards the running of the University. Many of the committees feed into Academic Council. Academic Council is chaired by the Vice-Chancellor.
University Secretary	The University Secretary is appointed by the Board of Trustees and is responsible for ensuring that the University remains compliant within the legal framework, which defines its obligations and duties, and for support to the governance of the University.
Validation / Revalidation	The process which allows for the university to focus on standards of education and resolving problems in specific courses.
Vice Chancellor (VC)	David Maguire. The Vice-Chancellor is the Chief Executive of the university and has overall responsibility for the management of the institution and its direction. He is accountable to the University Court.
Widening Participation (WP)	Increasing the number of people who attend university and making sure that people from all backgrounds are given the opportunity to study a degree.

STUDENTS'
UNION
UNIVERSITY OF GREENWICH

www.suug.co.uk/academicrep