



Owner:	Director of Student and Academic Services
Author:	Head of Academic Quality
Version Number:	1.1
Approval Date:	
Date of Commencement:	11 September 2023
Date of Last Review:	
Date for Next Review:	01 September 2024

*UCFB and GIS are trading names of University Campus of Football Business Limited

- 1.1 This Policy sets out the UCFB|GIS approach, in conjunction with the Students' Union (SU), to the management and oversight of Student Representation, including the purpose of each level of Student Representation - from Student Representatives to the University Campus of Football Business Limited Board of Directors, and the responsibilities of all key stakeholders for the effective management of the approach.
- 1.2 This Policy applies to Student Representatives at all levels and on all campuses, the Students' Union (SU) and its Officers, UCFB|GIS Committee & Board officers, chairs and members, as well as academic and professional services staff across the institution.
- 1.3 This Policy is informed by the:
 - UEL Student Engagement in Quality Assurance Policy;
 - [Wonkhe/Pearson Building Belonging in Higher Education Report](#);
 - [QAA UK Quality Code for Higher Education Advice and Guidance: Student Engagement](#)
 - [Office for Students, Conditions of Registration](#)

- 2.1 This Policy enshrines the principle of students being co-creators of their education through equitable membership of UCFB|GIS decision-making structures, working in partnership with staff and the SU. Students will be full members of these structures, with appropriate support to enable full participation, and will be expected to engage in them proactively. At UCFB|GIS, the views, ideas and feedback of our students are at the heart of what we do. The time students take to offer feedback is hugely appreciated. This feedback, both positive and developmental, is used to help make short and longer term improvements, both to the experience of current students, but also for UCFB|GIS students of the future.
- 2.2 Student Representatives are part of the first and largest tier of the representation system provided by the SU and UCFB|GIS. Student Representatives are responsible for representing the best interests of their peers, including the varying needs and perspectives of different students. To enable this, they gather feedback, both positive and negative, from their peers about their UCFB|GIS experience. They share this feedback with staff and work in partnership with them to share good practice, explore issues and create solutions, and bring about positive change.
- 2.3 Student representation enables students to make a meaningful contribution to quality assurance and to enhancing teaching, learning, and the student experience. It allows the voices of all students to be captured and heard, irrespective of where or how they are studying, (e.g. flexible and distance learning courses), their level of study and their discipline. Through student representation on decision-making bodies, students can directly influence the design, delivery and evaluation of many aspects of their educational experience, including:
 - admissions process;
 - curriculum design;
 - course delivery and organisation;

details of what the Student Representative system entails, and the opportunity to become a Student Representative at the beginning of each academic year in order to get more students involved in representation, engagement, and impact.

3.7 Co-creation

Student Representatives should act as “co-creators” of their own education, reacting to their learning environment and co-defining issues before proactively co-creating solutions with UCFB|GIS and the SU. This could be on a module level through informal discussions, through: Course Committees; Student Council; and/or working directly with committees, boards and working groups in the institution.

3.8 Accountability

Student Representatives will be accountable to the students they have chosen to represent and the SU as a whole. They have the responsibility to act in accordance with the [UCFB|GIS and UEL student conduct codes](#) and adhere to the guiding principles within this document.

4.1 The SU, academic, and professional services teams value the representation of students at all levels of the institution to ensure that UCFB|GIS works in the best interest of students. Information Student Representatives provide through representative structures feed into the institutional decision-making structures to enable discussion of key issues at higher levels within both bodies.

<p style="text-align: center;">:</p> <ul style="list-style-type: none"> a. Provide the opportunity for all students to participate as full members of appropriate decision-making structures with SU support. b. Be approachable and receptive to the views of Student Representatives and encourage appropriate action in response to student feedback. c. Invite the SU to appropriate School and course review meetings to ensure participation by the relevant Student Representatives. d. Share the Curriculum Map with the SU in order that the SU can ensure student representatives take responsibility for each module. 	<ul style="list-style-type: none"> a. Provide an induction training session in collaboration with UCFB GIS and the awarding partner at appropriate points in the year. b. Provide additional opportunities for training, including advice on structure, policy and procedures, to enable Student Representatives to continually develop and participate effectively. c. Provide suitable materials through digital media to assist Student Representatives in the execution of their duties. d. support to Student Representatives for costs incurred in participation in the Student Rep system. e. Work with the UCFB GIS to ensure students receive recognition for their work as a Student Representatives.

- a. Provide the SU with the necessary information to participate in all appropriate decision-making structures, including meeting times, dates and agendas.
- b. Give Student Representatives and the SU timely notice of Course Committee meetings and widely publicize Course Committees to students, to allow students to feed ~~to~~ course

- 6.4 The SU will monitor and report on the impact as part of the institutional quality cycle.
- 6.5 The Academic Board will receive a report on the annual review of the policy in advance of making a recommendation to the University Campus of Football Business Limited Board of Directors.

- 7.1 The process for selecting Student Representatives is based on the principles of fairness, openness, and transparency.
- 7.2 The opportunity to act as a Student Representative is advertised to all students through the SU and Schools from the start of the academic year. Schools will work proactively with the SU to promote the opportunity and responsibility that comes with being a Student Representative.
- 7.3 Students who wish to serve as Student Representatives may nominate themselves. Student Representatives are democratically elected by their peers and hold office for one academic year, although they can run for re-election.
- 7.4 Upon receipt of expression(s) of interest, the School should forward details on to the SU. The SU should notify Schools and the Academic Quality Officer of the details of Student Representative(s).

- b. Encourage the resolution of issues and co-creation of solutions and support improvements at a School level. Issues raised through the Course Committee should be discussed in a timely manner and no later than the next Course Committee, at the relevant UCFB|GIS Committee/Board meetings.
- c. Ensure that discussions and resulting actions are documented and disseminated to the student body represented through the Course Committees. *This is key to the success of the Course Committees.*
- d. Ensure that issues which remain unresolved after attempts to resolve within the School are escalated to the relevant Head of Department/Team or UCFB|GIS Committee/Board. This is to ensure that such issues can be discussed more widely and escalated within UCFB|GIS as necessary.
- e. Operate with transparency through the publication of Course Committee minutes to all current students and the Students' Union. Minutes should be published in a way that ensures that they are accessible to all students and staff in the School.

8.3 The aims and objectives of Course Committees are to:

- a. facilitate greater communication between students and academic staff;
- b. identify areas of concern to students and/or staff;
- c. ensure student input at all levels of decision-making;
- d. disseminate examples of good practice within the School;
- e. promote engagement of student participation in academic quality.

8.4.1 Course Committees must be run for each course (or appropriate cluster of courses) to cover course delivery at all relevant UCFB|GIS campuses and by distance learning. The membership and terms of reference of Course Committees are attached at Annex A(below).

8.4.2 Each Course Committee will meet twice each academic year at end of term one, and middle/end of term two.

8.4.3

8.4.6 Chair(s) of the Course Committee are able to call extraordinary meetings to

Teaching Learning and

modifications, changes to relevant policies and course relevant updates provided by professional bodies.

6. To consider issues raised in External Examiner reports.
7. To be responsible for supporting the process for the election of Student Representatives.

Before the meeting, Course Committee members should familiarise themselves with the Terms of Reference, minutes of the previous meeting, and seek feedback from their cohorts.

To confirm the minutes and status of actions from the previous meetings.

Feedback to be provided by each cohort on the following for the Level(s)/course(s) they represent:

- a. Assessment and feedback
- b. Teaching
- c. 16.8 (M)-(9 /A ((E-40006 (E)-4RO Td)-5 00(R)N)-8E4 /D3m)TBDCTc O

To plan, highlight and provide feedback for Employability, Careers and Placements Team (ECP) events/opportunities and to discuss how UCFB|GIS courses and modules are preparing students for

:

1. The Student Council (SC) is composed of Student Representatives from each course cohort on each campus and distance learning.
2. The Student Council should advocate on behalf of the whole diversity of the student cohort and membership should be reflective of the wider student body.
3. Every effort will be made to organise Student Council meetings at times that will not disadvantage or preclude participation due to lectures, study periods, student activities, or assessments as per the academic and assessment calendar.
4. An Education Officer will act as the Chair and the Council will elect a Vice-Chair. The Vice-Chair will stand in during the Chair's absence. If necessary, in the absence of both Officers, an alternative member can be proposed to act as Chair of the meeting.
5. Each Student Council shall meet at least twice per academic year, with additional meetings scheduled if necessary.
6. The minutes will be circulated to all members of the Academic Board.

The aim of the Student Council is to provide a platform for students and a cross-section of staff to: come together and discuss non-academic issues (e.g. campus life, employability, social events, sports, societies, etc.) of student concern and co-create solutions to said issues with UCFB|GIS in a mutually satisfactory and timely manner. The Student Councils are responsible for:

1. Working collaboratively with UCFB|GIS to further the interests of the institution as a whole;
2. Representing the interests of UCFB|GIS students in UCFB|GIS decision-making processes and policy decisions;
3. Represent the student body and any non-academic concerns thereof as required within UCFB|GIS Committees and Boards;
4. Engaging with the student body by way of social media, forum polls and feedback opportunities etc.;
5. Engaging with and supporting the activities of the University Campus of Football Business Limited Board of Directors in delivering the strategic and business plans of UCFB|GIS;
6. Working with the UCFB|GIS Academic Board to monitor and feedback on student opinions, satisfaction, and support from UCFB|GIS; and
7. Encouraging and facilitating communications within the student body, such as online groups and social events in support of the management team at UCFB|GIS.