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Student Representation Scheme



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BIMM University Student Representative Handbook

Introduction

The BIMM University Annual Quality Cycle ensures that feedback from students and staff is included in course review and enhancement processes. Module Evaluation Surveys are set for each module on an annual basis and the module leaders collate this information and respond to it in their annual report.

Students also give their feedback through their student representatives.

Elected Student Representatives report 3 times a year (semesterly) at Student Representation Forums (SRF) and Boards of Studies (BoS). In addition, they may be elected to attend other key university-wide academic committees, which also meet semesterly, and include:

- Academic Board (AcBd)
- Learning, Teaching & Enhancement Committee (LTEC)
- Quality Assurance and Compliance Committee (QACC)

Student Reps are asked to comment on:

- The quality of their courses
- Core decision-making that affects their courses
- The student experience as a whole

SRFs and BoS are the main opportunities for Student Representatives to pass on and discuss feedback gathered from other students on their course with members of the academic team. They also provide the School with opportunities to feedback information to peers that should be passed on to all students.

Process

- Student Reps are elected by secret ballot during Semester 1 of the academic year.
- Candidates are asked to make themselves known to the Course Leader early in Term 1 and may present a short manifesto to their peers prior to election.
- Candidates may meet with existing Student Reps in Semester 1 to discuss the role and ask any questions they may have.
- Reps normally serve for one calendar year but there is no limit on standing for re-election whilst still a student at BIMM University.

Benefits of the Student Rep Scheme

Student Reps are democratically elected to represent their peers. They enable a useful and effective communication link between staff and students. They provide helpful feedback to staff on courses, raise concerns in a constructive manner, give feedback to other students on why particular decisions are made, and can help to pre-empt concerns becoming serious issues.

Why become a Student Representative?

- To represent the views of others

- To enhance your personal development
- To develop valuable transferable skills such as:
 - Communication
 - Organisation
 - Teamwork
 - Negotiation skills and conflict management
 - Time management
 - Speaking in public
 - Confidence

What can you gain from being a Student Rep?

Experience of taking on this role will benefit you in other areas of your academic life and beyond:

- The opportunity to develop skills sought by employers
- Valuable experience, which can be highlighted in your CV
- Important experience of formal meetings
- Knowledge of your institution and current issues in higher education
- The chance to make a real difference to the experience of students at BIMM
- Letter of Recognition from your Campus Dean

What is the role of a Student Representative?

As a BIMM University Student Representative you are expected to:

- Self-publicise the role to students in your cohort/campus.
- Consult students to find out their opinions on:
 - BIMM University.
 - Your course.
 - The student experience.
- To collect the views of students on matters relating to their learning experience and to help find solutions.
- If necessary, refer students with individual problems to appropriate sources of help, such as the Student Wellbeing team.
- Represent the views of students through attendance at Key Academic Committees including:
 - Student Representation Forums
 - Boards of Studies
 - Key Academic Committees – see above.
- Inform students of outcomes and follow up on any agreed action points from the meetings.

Support for Student Representatives

Student Wellbeing will host training sessions for all new Student Reps shortly after their election. BIMM University has provided a dedicated Student Rep page on the VLE that includes separate campus-level and University-wide forums that enable Student Reps to communicate with each other.

Resolution of complaints procedure for Student Representatives:

By standing for and accepting the role of Student Representative, Reps agree to adhere to the roles and guidelines as set out above.

If a complaint or concern (by students, Reps or BIMM University staff) is raised about a Student Rep's ability to fulfil their duties, the following procedure should be followed:

- The complainant should informally approach the Rep in question and try to resolve the situation.
- The complainant should contact the Course Leader to mediate a solution, with the possible outcomes being:
 - SMART targets (Specific, Measurable, Attainable, Relevant and Timely) being agreed for the Student Rep.
 - The Student Rep stepping down.

Policy for replacing a Student Representative in-year:

When a Student Representative is no longer in post, the other Reps will decide between the following options:

- The remaining Reps for the course in question cover the workload.
- A new Rep is elected as follows:
 - Where only one candidate is interested, the support of the relevant cohort should be sought in class.
 - Where more than one candidate is interested, elections will take place.