

**RH | ACADEMIC**  
**SU | REPRESENTATION**

# **ACADEMIC REP HANDBOOK**

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**A GUIDE FOR STAFF**

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# Welcome to the world of academic representation.

If you're reading this, you've likely been tasked with responsibility for supporting academic representation in your department, which may include a big part in the effective running of Staff-Student Committees (SSCs). Do not panic, that's where this handbook, and the staff team from the Students' Union who created it, come in.

We're going to take you through exactly what academic representation is and how we got to where we are, what your reps are supposed to do, what you're supposed to do, and the responsibilities of SU staff and how we fit in the picture.

Whether you're new to this role or not, you'll need to read this – a lot has changed in a year.

# HELLO FROM JACK

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## **I'm Jack O'Neill and I'm the new VP Education at Royal Holloway Students' Union!**

Firstly I want to thank you for getting involved in academic representation here at Royal Holloway and helping to promote this integral aspect of university and academic life in student voice.

This year is going to see some big changes in the rep system following on from the hugely successful Academic Review last year so we have a really exciting ride ahead of us with new developments from online elections to enhanced development training and a new recognition scheme.

The academic representatives have a fantastic opportunity to get involved in campus-wide campaigns – notably the effort to provide better support for academic societies and looking into assessment methods – as well as immerse themselves in the national debate around Higher Education. As staff members in this journey, it is important for us to champion this system as well as the personal development of all the reps as they contribute to the constructive discussion around academic experience here at Royal Holloway.

This year we will also be launching greater recognition for the people that make all of this possible, you, the staff.

I am looking forward to working alongside you all in this crucial year for academic representation and please do get in touch if you have any questions, queries or simply want an update or chat!

Thank you once again for committing your time and energy into this worthwhile venture into expanding and enhancing academic representation at the College.

**Jack O'Neill**  
**Vice President Education**

# SUPPORT FOR STAFF

**Supporting you to undertake this role is paramount for us and there are several ways we will be doing this.**

Our Course Rep Coordinator will be facilitating a forum for key contacts to share best practice, be kept in the loop with upcoming developments, and to allow you the opportunity to shape academic representation as we move forward.

The Senior Academic Representation Coordinator will be producing briefings throughout the year, covering both local and national policy developments (and their implications for RHSU, if any).

All of this, alongside a host of other information and key resources, is available through the Staff Hub located on the Union's website. And, of course, any of the team below are available by email whenever you need us.

## KEY CONTACTS

**Jack O'Neill**

VP Education

[vpeducation@su.rhul.ac.uk](mailto:vpeducation@su.rhul.ac.uk)

**Phill Dowler**

Course Rep Coordinator

[Phillip.Dowler@su.rhul.ac.uk](mailto:Phillip.Dowler@su.rhul.ac.uk)

**Natalie Bates**

Senior Academic Representation Coordinator

[Natalie.Bates@su.rhul.ac.uk](mailto:Natalie.Bates@su.rhul.ac.uk)

**Dan Curran**

Student Voice Manager

[Daniel.Curran@su.rhul.ac.uk](mailto:Daniel.Curran@su.rhul.ac.uk)

**Abi Jesson**

Head of Membership Support & Engagement

[Abi@su.rhul.ac.uk](mailto:Abi@su.rhul.ac.uk)

# ACADEMIC REPRESENTATION AT ROYAL HOLLOWAY

## It feels like it's always been there.

We don't actually know when it started but academic representation at Royal Holloway has been a thing in some form for at least ten years without any form of review to understand its effectiveness or whether it is still fit for purpose.

With the creation of the Academic Representation Coordinator and the introduction of a sabbatical officer role focusing purely on education (VP Education) in the summer of 2016 there was a swift realisation that we were behind the curve. So we did something about it.

Working in collaboration with Professor Katie Normington, Senior Vice Principal (Academic), the autumn of 2017 saw the SU bring a consultant in to perform a diagnostic of the current academic representation system, from course reps to academic societies. Working with students and staff right across the campus over a three month period, a comprehensive report has been produced which outlines 42 recommendations for improvement.

The SU has been working hard to ensure we can introduce a revised academic representation system from September 2018 and we believe we're just about ready.

### Our Partnership Agreement

Academic representation is governed by a partnership agreement, signed by both the Students' Union and College, which sits within the Memorandum of Cooperation (that, basically, allows the SU to do the stuff it does).

The Partnership Agreement, which can be found on the staff hub on our website, aims to ensure a strong understanding between the Students' Union and the University regarding the expected roles of both parties within academic representation. The agreement also includes proposed roles and responsibilities of all levels of academic representatives.

It is highly recommended that you read through the agreement before you engage in the system at the start of the term, and it will be included in the first Staff Student Committee (SSC) of the year.

# WHAT IS ACADEMIC REPRESENTATION?

## It's pretty simple really.

The definition we've agreed with the College, which nicely aligns with the new UK Code for Quality Assurance, is as follows:

**“The purpose of academic representation is to achieve positive change that improves the educational experience of students at Royal Holloway University and engages students as partners in the development, assurance and enhancement of their learning.”**

And we've got a set of principles that sit underneath our purpose to ensure that academic representation can add value above and beyond the other forms of student feedback seen at Royal Holloway.

**Representatives are** engaged as partners in the co-creation of developments and solutions to problems. The relationship should be transformational rather than transactional, which will lead to greater buy-in from the student body.

**Representatives are** involved in an ongoing dialogue about opportunities (and challenges) that provide the chance to educate and build understanding about competing interests, multiple demands on resources and/or the complexity of particular issues.

**Representatives are** utilised to foster and build that understanding among the wider student body.

**Representatives are** willing and able to build pressure and enhance accountability where problems aren't resolved effectively – using all of their influence and access to power structures to create change that will benefit their peers.

**Representatives are** able to provide context surrounding issues and problems, helping to establish the depth of feelings about certain issues. Sometimes it's right to prioritise the issue that affects a small number of peers deeply rather than one that affects the majority to a lesser extent.

**Representative roles** provide outstanding leadership and development opportunities. For some students, this will be their first opportunity to engage in formal meetings, read agendas and minutes and to seek to influence policy decisions. These positions can help to develop leadership and communication skills as well as encouraging active citizenship.

You'll see later on how everyone has a part to play to ensure that these principles are met.

# WHAT DOES ACADEMIC REPRESENTATION LOOK LIKE?

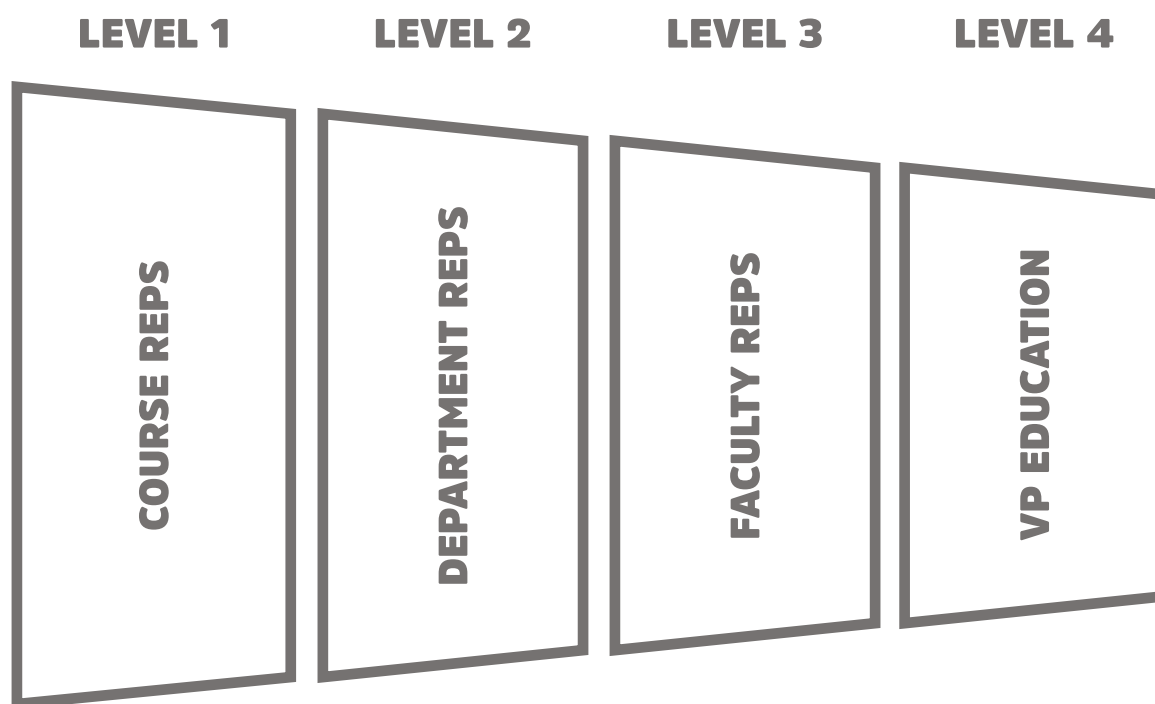
## Academic representation at Royal Holloway takes various forms.

A number of platforms exist on campus to ensure effective academic representation such as course reps, department reps and faculty reps, but you might also come into contact with academic societies, the Vice President Education, a College Council Rep and/or our Education Council.

## ACADEMIC REPRESENTATIVES

Academic representatives are the most prominent example of academic representation. Their main role is to gather feedback on the academic experience from their cohort, act upon any experiences that can be changed, and ensure that positive commendations are passed on to the relevant staff members and put into practice throughout the department.

Academic representation takes place over four levels:



## COURSE REPS

Course reps are crucial to the success of academic representation. They form the bulk of the representative body and are your people on the ground. They are expected to provide you with **positive experiences and commendations** for staff members, alongside areas for improvement. They should also be communicating any updates to students, particularly after an SSC, and they may need your help with this. There should be course reps at **every level of study**. You can see their role description towards the end of this handbook (appendix A).



We recommend that there is normally one course rep for every 50 students (not including the department rep). This is just a basic guideline.

You should have a conversation with the SU's Student Voice Team before the start of the academic year to talk through how we have calculated these numbers, and whether there are any specific rep roles you require within your department (e.g. Joint Honours Rep).

## DEPARTMENT REPS

Department reps are your next step up. There is only **one per department**, so they'll be expected to work closely with **all the course reps in your department, regardless of the level of study**, to ensure they are representing views appropriately. They are expected to support course reps, helping them to make changes and ensuring they are doing the stuff they are asked to do.

Department reps also **chair your SSC meetings**, and they receive training to enable them to do this effectively. As part of this you may find them hunting you down to get updates on any issues raised! These reps should also be invited to attend your Department Teaching and Learning Committee meetings – items can be restricted, and pushed to the end of the meeting if they aren't for students' ears! And, of course, if you would like reps at other department meetings, such as Department Board, it is perfectly fine for them to attend!

If you run separate SSCs for each level of study, each committee can **co-opt a different chair** (from that level of study) if that would be in the best interests of the committee. The co-opted chair would then be responsible for keeping the department rep in the loop.

## FACULTY REPS

Faculty reps are the highest level of voluntary posts within the academic representation structure. There is **one post per faculty**, and they are tasked with ensuring the views of the students are represented at the Faculty Teaching and Learning, and Faculty Board meetings. They work closely with department

reps within their faculty and report up to the VP Education.

## VP EDUCATION

The **VP Education** represents the highest level of academic representation. As a full-time, paid sabbatical officer, this position is occupied by a current student or a recent graduate. They are elected via an all student vote and are in post for one year. They can hold the position for a maximum of two years and must be re-elected to continue. The VP Education runs campaigns and initiatives across campus, and uses the information gathered from academic reps, to inform decision making at top level College committees.

### Academic reps & peer guides: what's the difference?

Within your department, you'll likely have some Peer Guides helping in the first six weeks of the autumn term, but it's really important that this role is not confused with academic reps. Peer Guides perform a purely pastoral/mentoring role, helping new students (who opt-in to the scheme) to settle in to university life, getting them from A to B, checking in on them when homesickness kicks in, or signposting them to the relevant support services on campus.

Academic reps, as you've read above, are for all students to contact throughout the year, in a pure representational role. Elected by their peers, these reps represent the views of their peers within an educational setting, coming to the department with feedback on the modules, courses and programmes being undertaken within each department. They are trained to signpost students to the relevant professional services, should a student need to access them, but are not expected to deal with the pastoral side of university under their role as an academic rep.

# THIS ALL SOUNDS GREAT – WHERE DO I COME IN?

**There should be at least two different staff members involved in supporting academic representation – academic staff and department managers – and so there are two different roles to understand.**

## ACADEMIC STAFF

Academic staff are responsible for advocating academic representation in their department. This includes the development and the delivery of the academic representation system. Working closely with the Department Manager and RHSU, they should:

**Ensure that every student** on every programme within the department has access to a named course rep, in conjunction with the department manager.

**Encourage students to participate** in rep elections, and provide the time/space to do so (where possible).

**Actively facilitate opportunities** and tools for Course and Department Reps to communicate with the students that they represent.

**Use the Students' Union system** to log examples of positive changes that have resulted from students' feedback and/or the work of Academic Reps (guidance will be published on our website).

**Support and develop** academic representation within the department and foster an environment whereby reps are valued, supported and encouraged to submit feedback.

**Help raise the profile** of the academic representation system overall, and course and department reps within the department.

**Proactively communicate** with their Course and Department reps about relevant information from the department – such as any issues, developments, meeting dates etc.

**Maintain effective communication** with RHSU ensuring key messages are cascaded within departments and the Students' Union as appropriate.

## DEPARTMENT MANAGERS

Department managers are responsible for the operational and administrative delivery of the academic representation system within the department. Working with department administrators, Department Managers should:

**Ensure that SSC meetings** are organised in a timely manner and that the meetings are conducted effectively, with minutes circulated and outcomes communicated as soon as possible.

**Ensure that every student** on every programme within the department has access to a named course rep, in conjunction with the academic lead.

**Maintain a record of course reps** within the department and liaise with RHSU if they become aware of any changes or inaccuracies.

**Support and develop** academic representation within the department and foster an environment whereby reps are valued, supported and encouraged to submit feedback.

**Help raise the profile** of the academic representation system overall and course and department reps within the department.

**Maintain effective communication** with RHSU ensuring key messages are cascaded within the department and within RHSU as appropriate.

It is appreciated that, in most cases, administrators will be secretaries to SSC meetings but Department Managers will generally be responsible for delegating work to the administrators. Administrators should follow the approved College procedures and templates for minuting of SSC meetings, which can be found on the webpage of the Academic Quality and Policy Office.

These role outlines are just the basic level – if you want to do more, please get in contact and we can organise some other great stuff!

## HEADS OF DEPARTMENT

Heads of Department also play a part in the process. They are ultimately accountable for the delivery of the academic representation system and should play a large role in the promotion and cultural investment within the system. As a part of this, they should also cascade information to both academic and administrative staff.

## HOW CAN YOU SUPPORT REPS?

If you believe a rep is struggling within their role, you can let us know and we'll invite them in for a catch-up. From there we'll either offer them extra support or they will be able to resign from their position. Students will also be able to undertake this, but to qualify there will need to be at least 10% of the cohort signing their name against a concern(s).

# RHSU HAS YOUR BACK

**RHSU, alongside the College, has oversight of the entire system which means we are able to help you at any point with any aspect of academic representation (and wider educational issues).**

With two full-time members of staff solely dedicated to academic representation, there are others within RHSU who support the system at various levels.

## Course Rep Coordinator

Our new Course Rep Coordinator should be the key contact for queries surrounding the academic representation system within your department. They will be responsible for the delivery of elections and training reps.

## Senior Academic Representation Coordinator

The Senior Academic Representation Coordinator has overall responsibility for the delivery of academic representation, but will focus more on the creation and development of policy, and will be supporting the faculty reps with their campaigns.

## Student Voice Manager

The Student Voice Manager is responsible for the delivery of elections across the Union, including academic rep elections in October. This role has oversight of all democratic practices, our campaigns and the Advice Centre.

## Head of Membership Support & Engagement

The Head of Membership Support and Engagement has oversight of all the student-facing activities run by RHSU. This includes academic representation, clubs and societies and the Advice Centre. Working closely with the VP Education, this role engages at a College-level, meeting regularly with Prof. Katie Normington.

## REP TRAINING

Each year, we train your course and department reps before they step into an SSC to give them a good grounding in what they should be up to, and what to expect in the meeting.

We've changed things around this year, so your reps will get training in:

- How to gather and share feedback
- Expectations
- Recognition for both them and you
- How to represent a diverse group (with case studies from BAME, mature, part-time and Joint Honours students)

We'll also be running a few extra training sessions covering influencing skills, the BAME attainment gap, and technology in learning. Plus, our Course Rep Conference in January will have a one-off session just for them.

## HOW WE SUPPORT YOU

Our team supports both academic reps and staff in different ways. Below we've broken this out into an easier to digest format.

### Supporting reps

#### We will:

Ensure they are fairly elected through online elections.

Effectively prepare them for their duties and empower them to work with their department to make positive change within their department.

Provide a year round programme of training and development, which includes one-to-one support and career development opportunities to increase their chances of getting that dream job once they graduate.

Give them the tools they need to create real change around campus.

Record all achievements, successes and changes, and shout about them as loud as possible.

### Supporting staff

#### We will:

Run the online elections for all academic representatives across all levels. We will do this through our website using a Single Transferable Vote (STV) system – more on that later.

Keep a record of all academic representatives and will share the details with departments.

Host termly catch ups with all department key contacts to make improvements to the system, share best practice and create a space for honest talk.

Endeavour to be available to you and your department when you need us, whether that be to attend meetings, to solve any SU issues or to talk through any ideas you have.

Track and analyse the diversity of the representatives within each department, and across the campus, to ensure every student is effectively represented and, where things are not representative, we will work with you to put a plan into place.

Keep you in the loop with all developments, from all corners of the campus, to create a culture of representation.

# WE LOVE DEMOCRACY

## Elections are our thing. We love a little bit of democracy.

So this year, we're going to be electing all the course and department reps in term one. Any reps not elected through our online system will not be counted.



## DEMOCRACY TIMELINE

The actual elections will take place in October, but there's a lot of work that goes in behind the scenes. Here's how it'll happen this year:

ACTIVITY	ACTION	DATE
Promotion	SU to provide collateral to departments	Begin from September
	SU to attend lectures to brief students	
Nominations Open	SU to provide guidance on the process to departments	Weeks 1-3
	SU to hold a drop-in time for students that have any questions	
Election (voting)	SU to provide guidance for the department on voting process	Week 4
Results	SU to announce results to students	Week 4
	SU to provide list of reps to the department	
Induction	SU to train all reps	Week 5
	SU to provide content of training to departments	
	SU to create directory page on the website so all students can see reps	
SSC Meetings Commence	Departments to conduct SSC meetings and send minutes through to SU	Week 6 onwards

# SINGLE TRANSFERABLE VOTE (STV)

SU elections work a little differently to standard general elections. Rather than using the First Past the Post (FPTP) system, we use Single Transferable Vote (STV). With STV, students will be asked to rank candidates in order of preference.

When we count the votes, there will be a number of “rounds” - after the first count we’ll be able to see which candidate is the least popular. But the people who voted for that candidate haven’t wasted their vote, because their votes will now be given to their second choice. This process continues until either there is one candidate remaining, or a candidate reaches a majority.

## LET’S CHECK OUT AN EXAMPLE.

There are four candidates running for President – Colossus, Queen Victoria, Jane Holloway, and Thomas Holloway, the living statue.

After the votes are counted, the breakdown is as follows:

**Colossus – 20**  
**Queen Victoria – 5**  
**Jane Holloway – 15**  
**Thomas Holloway – 10**

Whilst Colossus has the most votes, they only have 40% of the votes, which means that 60% of voters are unhappy. But with STV, the least popular candidate is eliminated, which in this case is Queen Victoria. Queen Victoria voters listed Jane Holloway as their second choice, and so their votes now go to her.

This is what the second round of counting looks like:

**Colossus – 20**  
**Jane Holloway – 20**  
**Thomas Holloway – 10**

This leaves Thomas Holloway as the least popular candidate, and his votes, in accordance to their second choice, also goes to Jane Holloway.

The next round of voting looks like this:

**Colossus – 20**  
**Jane Holloway – 30**

Now that we have a candidate with a clear majority, we can declare a winner!

### Winner: Jane Holloway

Whilst Jane didn’t receive the most first choice votes at the start of the election, STV has been able to calculate that she would be the most representative candidate. Now naturally STV is slightly more complicated than this, as not every voter for one candidate will have the same second choice, but that’s the general idea!

# WE RECOGNISE YOU

**In order to recognise the amazing work being done by staff and course reps across the campus, we've developed two brand new recognition schemes that will allow for good work to be recorded all year round!**

## FOR STAFF

We know that being in an SSC can be really frustrating. You give your all, guide discussions and try to get reps to be positive, and sometimes it goes completely unnoticed and you leave feeling like you can't do anything right. We want to create a culture of recognising what's great and making sure that everyone knows about it, so then they can do it too! Some things might not be relevant for everyone, but imagine if a colleague from Science came up with a brilliant idea for their personal tutor meetings that boosted engagement, you'd want to know what they did to make students turn up, right?!

The best thing about our new system is that we aren't limiting it to academic staff. You can nominate anyone, they just have to have an employment contract with the University. We're talking bus drivers, catering staff, student services, administrators, management, estates - you name it, they can get it.

**There is one criterion, and it's pretty simple:**

**All nominations must clearly demonstrate that the actions of the nominee have made a positive impact on student life at Royal Holloway, University of London, and in doing so, has embodied the values of RHSU.**

All nominations will be monitored by student representatives, and then the nominee will get a mug and certificate for being great - and we'll also sing your praises for a bit too! You'll also be put up on our website for people to see all year round!

## FOR REPS

We want to drive reps to want to do good work, but we've never given them any enticement to do this. So this year, we'll be launching a new development programme, with new minimum standards, and aspirational goals for throughout the year, plus we'll be awarding a prize for Course Rep of the Month, with nominations for this accolade coming from students and staff. You can find more information about this on the staff hub on our website.



# CHANGES TO THE STAFF-STUDENT COMMITTEE

**Staff-Student Committees (SSC) are just one platform aimed at achieving positive change which improves the educational experience of students, and engages students as partners in the development, assurance and enhancement of their learning.**

To ensure consistency and effectiveness across departments, a Terms of Reference for the committee have been approved by Academic Board:

- 1.0** To close the feedback loop within Departments
  - 1.1** To review actions from previous meetings and escalating any outstanding actions as necessary.
  - 1.2** To track the development of actions in the Department's Annual Review
- 2.0** To facilitate effective communications
  - 2.1** To receive a verbal update from the Department which reflects on previous weeks as well as looking ahead to forthcoming weeks. It may include updates on resources, assessment and feedback, learning and teaching methods, activity updates, opportunities, and any wider College information
  - 2.2** To receive a verbal update collated by the Department Rep. It may include positive feedback on what is working well, resource issues, assessment and feedback, learning and teaching methods;
- 3.0** To secure positive change
  - 3.1** To provide an explicit opportunity for staff and students to make suggestions for improvement to Departmental life

The committee minutes should be sent to the Departmental Teaching and Learning Committee. The SSC Secretary should follow the approved College procedures and templates for minuting of SSC meetings which can be found on the webpage of the Academic Quality and Policy Office.

There should be **three** SSCs a year, with one taking place in term one, and the remaining two taking place throughout term two and three. If meetings in term three do not produce good attendance, many departments have started running two in term two instead. This is a good idea, but please ensure that there are clear reporting pathways in place if issues arise in term three.

SSCs will be **chaired by the Department Rep**, at their level of study, (they will receive training and guidance on how to do this), with other Chairs co-opted in the first meeting. As a staff member, you should be ensuring sufficient communication takes place between the Department Rep, other key contact(s) and the rest of your department (where necessary). This includes **allowing access to department-level committees** (as appropriate) and their involvement in any changes in provision that may happen throughout the year. And for those of you wondering why we're using the term Staff-Student Committee, instead of Student-Staff Committee, it's to avoid confusion internally with our student-staff!

# APPENDIX A: ROLE DESCRIPTIONS

## COURSE REP

<b>Title</b>	Course Rep
<b>Selection</b>	Elected within your specific programme cohort
<b>Purpose</b>	To effectively represent students' academic interests at programme level. To create change at programme level that improves the academic experience of students. To escalate any issues that exist beyond your programme.

### Accountabilities

The Course Rep position is a key role in improving students' academic experience. You will be accountable for:

- a) Proactively and effectively gathering feedback from students that you represent – building up an understanding of what is working well and what could be improved.
- b) Exercising influence through a range of relationships, networks and meetings to achieve positive change on behalf of the students you represent.
- c) Communicating progress and the outcomes of feedback to students – to ensure they understand what has, and will, happen as a result of their feedback.
- d) Escalating issues that affect students beyond your programme.
- e) Acting as a positive ambassador for the Students' Union and Academic Reps.

### Responsibilities and Duties:

In order to fulfil these accountabilities, you will be expected to:

- a) Ensure that you connect with all students that you represent and present a balanced view.
- b) Engage with underrepresented and hard-to-reach students, actively seeking out minority voices and representing them.
- c) Attend Staff Student Committee (SSC) meetings and prepare effectively for those meetings by reading agendas, minutes and papers and putting important items on the agenda.
- d) Maintain strong ongoing relationships with your programme leader / manager / head and provide regular input about what is working well and what could be improved.
- e) Work in partnership with staff within your programme and department to co-create solutions and positive developments that will benefit students.

f) Where applicable, work with the Department Rep to actively engage with, and participate in, Periodic Departmental Reviews.

g) Attend and provide feedback at Education Council to share best practice with other Course, Department and Faculty Reps.

h) Work together with students, university staff and RHSU to ensure the success of the academic representative system.

<b>Skills, Experience and Qualities</b>	<b>Essential</b>	<b>Desireable</b>
Excellent communication skills – ability to listen and represent views effectively.	✓	
Willingness to learn and build a good understanding of education policy issues.	✓	
Commitment to diversity, equality and inclusion and willingness to proactively seek out voices that are underrepresented.	✓	
Ability to use technology and social media to network effectively with other students.		✓
Willingness to get involved and represent students' academic interests.	✓	

# APPENDIX B: ROLE DESCRIPTIONS

## DEPARTMENT REP

<b>Title</b>	Department Rep
<b>Selection</b>	Elected by students within your department
<b>Purpose</b>	<p>To effectively represent students' academic interests at department level.</p> <p>To create change at department level that improves the academic experience of students.</p> <p>To engage Course Reps within your department, support them and identify where issues are department-wide.</p> <p>To escalate any issues that exist beyond their department.</p>

### Accountabilities

The Department Rep position is a key role in improving students' academic experience. You will be accountable for:

- a) Proactively and effectively gathering feedback from Course Reps – building up an understanding of what is working well and what could be improved across your department.
- b) Exercising influence at department level through a range of relationships, networks and meetings to achieve positive change on behalf of the students you represent.
- c) Communicating progress and the outcomes of feedback to Course Reps and students in your department – to ensure they understand what has, and will, happen as a result of their feedback.
- d) Escalating issues that affect students beyond your department.
- e) Acting as a positive ambassador for the Students' Union and Academic Reps.

### Responsibilities and Duties:

In order to fulfil these accountabilities, you will be expected to:

- a) Ensure that you connect with, and regularly meet, Course Reps within your department and present a balanced view based on their feedback.
- b) Engage with underrepresented and hard-to-reach students, actively seeking out minority voices and representing them.
- c) Chair Staff-Student Committee (SSC) meetings and prepare effectively for those meetings by working with key university contacts to develop agendas and papers, and ensure that agendas reflect key issues.
- d) Contribute to Periodic Departmental Reviews, where applicable, ensuring engagement and attendance of Course Reps to present a comprehensive and balanced view.

e) Undertake the role of Curriculum Consultant, working with departments and the College to provide feedback on, and validate, new courses.

f) Work in partnership with staff within your department to ensure the outcomes of Annual Reviews are implemented and ensure its inclusion in the SSC agenda.

g) Attend other department-level meetings as appropriate, such as Department Learning and Teaching committees.

h) Maintain strong ongoing relationships with your Head of Department, Department Manager and other key university contacts and provide regular input about what is working well and what could be improved.

i) Work in partnership with staff within your department to co-create solutions and positive developments that will benefit students.

j) Attend and provide feedback at Education Council to share best practice with other Department, Course and Faculty Reps.

k) Work together with students, university staff and RHSU to ensure the success of the academic representative system.

Skills, Experience and Qualities	Essential	Desireable
Excellent communication skills – ability to listen and represent views effectively	✓	
Basic understanding of education policy issues and willingness to learn more	✓	
Commitment to diversity, equality and inclusion and willingness to proactively seek out voices that are underrepresented	✓	
Ability to use technology and social media to network effectively with other students		✓
Experience of leading others, either at Royal Holloway or elsewhere		✓
Ability to motivate and inspire other Reps and support them to thrive		✓
Willingness to get involved and represent students' academic interests	✓	

# APPENDIX C: ROLE DESCRIPTIONS

## FACULTY REP

<b>Title</b>	Faculty Rep
<b>Selection</b>	Elected by students within your faculty
<b>Purpose</b>	<p>To effectively represent students' academic interests at faculty level.</p> <p>To create change at faculty level that improves the academic experience of students.</p> <p>To engage Department Reps within their faculty, support them and identify where issues are faculty-wide.</p> <p>To escalate any issues that exist beyond their faculty.</p>

### Accountabilities

The Department Rep position is a key role in improving students' academic experience. You will be accountable for:

- a) Proactively and effectively gathering feedback from Department Reps – building up an understanding of what is working well and what could be improved across your faculty.
- b) Exercising influence at faculty level through a range of relationships, networks and meetings to achieve positive change on behalf of the students you represent.
- c) Communicating progress and the outcomes of feedback to Department Reps, Course Reps and students in your faculty – to ensure they understand what has, and will, happen as a result of their feedback.
- d) Escalating issues that affect students beyond your faculty.
- e) Acting as a positive ambassador for the Students' Union and Academic Reps.

### Responsibilities and Duties:

In order to fulfil these accountabilities, you will be expected to:

- a) Ensure that you connect with, and regularly meet, Department Reps within your faculty and present a balanced view based on their feedback.
- b) Ensure that you support Department Reps in engaging with, and contributing to, departmental level initiatives, such as Annual Reviews.
- c) Engage with underrepresented and hard-to-reach students, actively seeking out minority voices and representing them.
- d) Attend faculty-level meetings including Faculty Learning and Teaching and Faculty Boards.

e) Maintain strong ongoing relationships with your Faculty Dean and other key university contacts and provide regular input about what is working well and what could be improved.

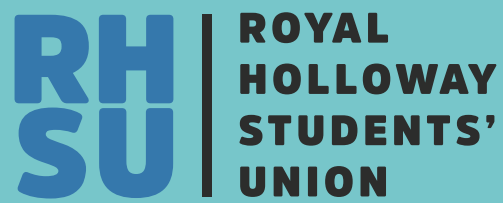
f) Work in partnership with staff within your faculty to co-create solutions and positive developments that will benefit students.

g) Attend and provide feedback at Education Council to share best practice with other Faculty, Department and Course Reps.

h) Ensure that positive changes are logged, recognised and celebrated.

i) Work together with students, university staff and RHSU to ensure the success of the academic representative system.

<b>Skills, Experience and Qualities</b>	<b>Essential</b>	<b>Desireable</b>
Excellent communication skills – ability to listen and re-present views effectively	✓	
Good understanding of education policy issues and willingness to learn more	✓	
Strong ability to influence others and create change on behalf of others	✓	
Commitment to diversity, equality and inclusion and willingness to proactively seek out voices that are underrepresented	✓	
Ability to use technology and social media to network effectively with students		✓
Experience of academic representation system at Royal Holloway or elsewhere	✓	
Ability to motivate and inspire other Reps and support them to thrive	✓	
Willingness to get involved and represent students' academic interests	✓	



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**SU.RHUL.AC.UK**

Registered charity no: 1141998  
The Students' Union  
Royal Holloway, University of London  
Egham Hill, Egham, TW20 OEX