

Role description: Course Representative 2020-2021

Role:	Course Representative
Responsible to:	Sabbatical Officers & Student Voice Coordinator
Remuneration:	None (Voluntary)

Overview of the role

Course Representatives play a crucial role in improving the student experience. They act as the point of contact between students on their programme and their Programme Leader. They also liaise with their School Rep to ensure that student issues and concerns are raised and dealt with at an appropriate level when they fall outside of their programme's scope. They work in partnership with their Programme Leader to ensure the department is listening to, and acting on, student feedback to deliver an excellent student experience.

Time Commitment

This is a voluntary and unpaid role. Attending regular meetings with your Programme Leader would be expected as well as regular time spent listening and talking to students both face to face and online. While the time commitment is variable dependent on the time of year, an average commitment of 1 hour a week is expected.

Responsibilities of the role:

- Attending training organised by the Students' Union.
- Raising awareness of the Rep system, and the role of Course Reps, amongst peers.
- Collating feedback from peers on your course about their experience, face-to-face & online.
- Meeting with your Programme Leader every 3 weeks during term-time to discuss the academic experience of students on the course.
- Thinking creatively about changes to teaching and learning in light of student feedback.
- Taking part in the student consultation for Periodic Programme Review and Re-approval when required.
- Responding to requests from School Reps for engagement with wider research projects.
- Triaging students to other University and Students' Union services when appropriate.
- Engaging with Students' Union surveys and research.

Skills you will develop:

As part of this role you will gain access to training opportunities, and will be supported in developing the following skills:

- Communication
- Listening
- Negotiation and Influencing
- Confidence
- Public speaking
- Problem solving
- Reviewing and evaluating
- Mediation
- Time management
- Networking