



Course Representatives On-Demand Training

su-voice@bbk.ac.uk

About You Students' Union



Your Student Union exists to create a better student experience at Birkbeck, we do this by being run by students to ensure students voice is at the forefront of everything we do.

8 Elected Leaders are paid to run the Students' Union and create change wide-spread amongst the student body.

- Education Student Leader
- Welfare Student Leader
- Disability Liberation Leader
- International Students' Liberation Leader
- LGBTQ+ Liberation Leader
- Women's Liberation Leader
- BAME Liberation Leader
- Trans Liberation Leader

The SU also has additional roles across different departments and areas to ensure feedback from every avenue.

SU Teams

Activities

Activities run societies and clubs for students.

Student Voice

Student voice manage all students in any representatives roles and elections.

SU Support

Advice deal with personal student issues such as

- *Mitigating circumstances*
- *Appeals*
- *Disciplinary's*
- *and more!*

Education Student Leader



Ellie Rivera

Part of Ellie's role is to support course reps with issues, you will meet Ellie at course rep socials.

Check out Ellie's Manifesto/Goals for the year [here](#)

You can also contact Ellie via email e.rivera@bbk.ac.uk

Student Parliament



Student Parliament is made up of elected Students and is the major policy-making body of the Students' Union.

Any Birkbeck student can submit motions or policies to Parliament.

Elected members of Parliament vote on whether the motions become Students' Union policy or campaign to create change in the university.

The Student Parliament discusses and debates issues that are of interest to students. They can be directly related to Birkbeck Students' Union or wider issues that affect students generally.

All students can attend Students Parliament but only elected students can vote.

Course Reps will work with Academic Representatives when a issue is student wide to bring change amongst schools.


Our Structure



Scrutiny Panel

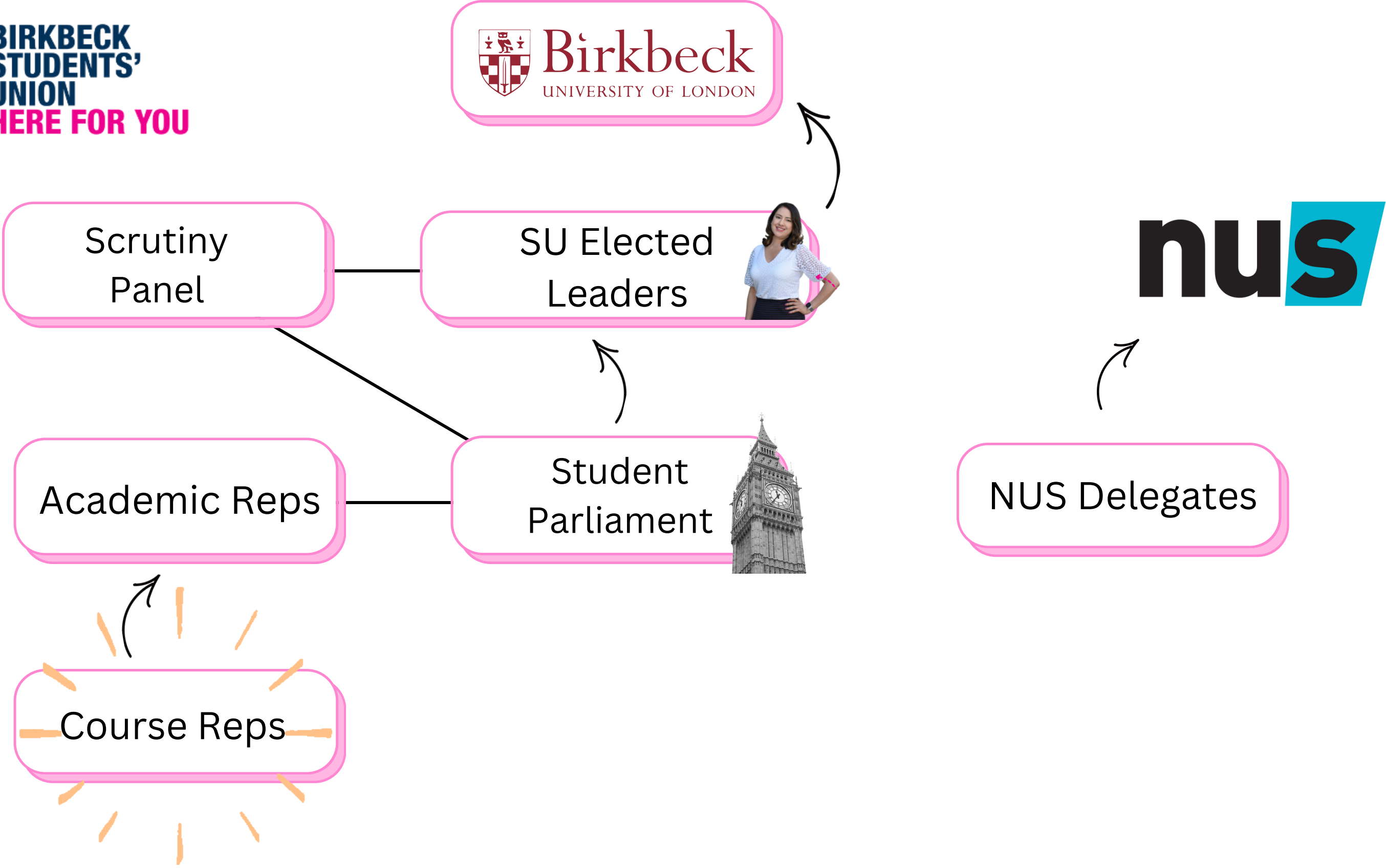
SU Elected Leaders 

Academic Reps

Student Parliament 

Course Reps 

NUS Delegates



DIFFERENCE BETWEEN

Course Reps

Purpose to be the main feedback channel between students and department on course level

One Course Rep per course

Course Reps are not part of Student Parliament but may attend as a student without a casting vote

Academic Reps

Purpose to bring school wide issues to Student Parliament to create wide spread change amongst the school/Faculty.

One academic rep per area of school

Course Rep Role

Why do we have Course Representatives



Course Reps are elected to act as the main communication channel between students, department staff and the Students Union as we stand as a separate body to the University.

The Role of the Course Rep is to collect the views of students on matters relating to their academic experience, to help identify solutions to issues and to help provide feedback to students!

Four Main Responsibilities

Gather students' views about their experience on the course. These views should be both positive and negative!

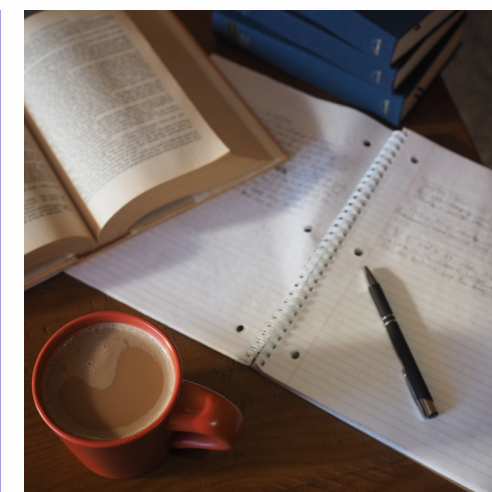
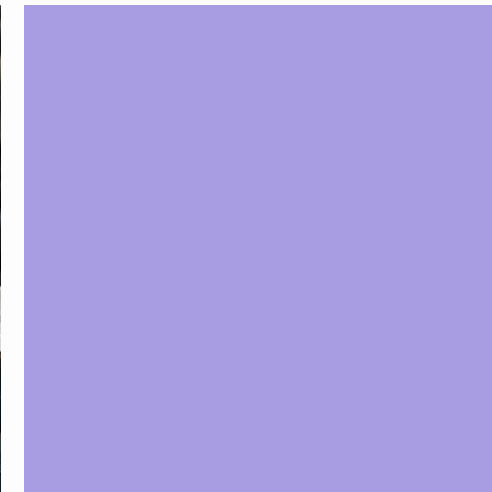
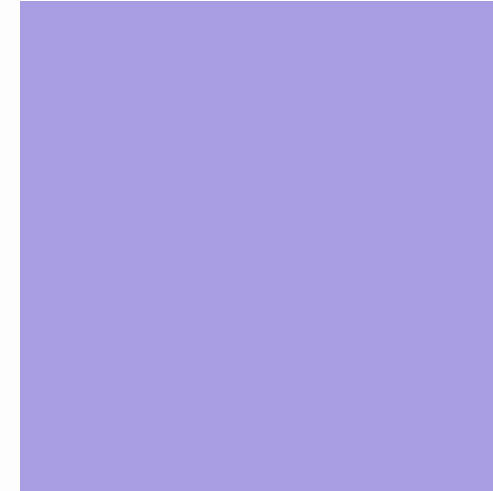
Represent the views of students by providing feedback at relevant College, Department and Union meetings!

Work alongside staff and other reps on any issues raised and help to implement solutions!

Feed information back to students on how their feedback is being heard and acted upon!

WHAT IS EXPECTED OF YOU

- Be a visible team member, introducing yourself to students and attending meetings (Course Rep Lanyard helps with this!).
- Provide student and staff feedback at meetings then communicate that with your cohort
- Speak to people outside of meetings
- Actively problem solve, passing on any issues to the Student Voice team



WHERE DO I START?

In person

- Do a Lecture shout out to introduce yourself
- Wear your Course Rep lanyard around campus for visibility
- Be a friendly face, you are representing your course and Birkbeck

Online

- Ask your lecturer to add your email to the course Moodle page
- Create a Facebook page for your course
- Introduce yourself in any group chats you have with people from your course

Gathering Feedback



By making yourself known as the course rep students will come to you when feedback needs to be given.

But you can also do the following to actively get feedback for your course:

- Survey
- Facebook Page
- WhatsApp Group (see guidelines on website)
- Asking in class
- Speaking to students

Do not collect any information regarding:

- Visa Questions
- Finance and Housing Questions
- Personal Issues

Please direct these students to your lecturer directly.

What do to with Feedback



If it is academic course related feedback it should go to your lecturer in your course rep meetings (should happen once a term). Your lecturer will set these up with you.

To every meeting you should be bringing feedback from students, but also make sure all the feedback is not negative also bring some positives, staff deserve recognition too!

If you have noticed a lot of students giving you the same feedback, this might show a pattern, email your lecture with this information so it can be sorted out quicker.

Other feedback you might come across:

Student

Loneliness: Direct students to the Student Union website where they can meet other students at events and clubs.

Mental Health Issues: Please don't give students any guidance on how to deal with mental health, please direct them the experts

Email: mentalhealth@bbk.ac.uk

Phone: (0)20 3907 0700

Wellbeing: If you are concern about wellbeing of a student please report it here

Email: safeguarding@bbk.ac.uk

Phone: (0)20 3907 0700

Study help: please direct them to the study skills team

Email: studentadvice@bbk.ac.uk

Website: <https://www.bbk.ac.uk/student-services/learning-development>

You can find more [services here](#)

Presenting Feedback



Presenting feedback to staff:

If you have an issue you would like to raise with staff, consider the best way to present the feedback you have gathered.

- Is it widely felt? Can you demonstrate that a lot of students agree with the point you're making?
- Is it deeply felt? Can you show how much of an issue this is for students?
- Do you have an achievable solution? Try and stay constructive and solutions-focused.

Can you use other evidence to back up your argument? E.g. NSS, other survey data? What do other departments/universities do? Are there any policies or processes that say how things should be done?

Scenario

A student comes up to you and they have been really down lately and feeling overwhelmed.

What do you do?

Next Page for Answer

Answer

Direct them to mental health team at Birkbeck, use the course rep resource sheet to help you

Scenario

A student is angry because they was unable to submit their assignment on time and hasn't had any emails back from lecturers?

What do you do?

Next Page for Answer

Answer

Direct them to SU Support team which they can get an appointment by filling out the [SU Student Support Consent form](#)

Scenario

A student says they and their friends cant access the reading list on Moodle?

What do you do?

Next Page for Answer

Answer

Take this to your lecturer and make the email
as important

Thank You

Thank you for being a course rep!

Remember the Student Voice Team are here if you need them

SU-voice@bbk.ac.uk

Also keep an eye out for Course Rep Socials on the website