

Code of Practice on Student Representation Operational Framework

**Applicable to all new and continuing students
from 2026-27**

In the Code of Practice on Student Representation and with the accompanying Operational Framework document the term “student” includes apprentices on degree apprenticeship programmes

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Introduction

1. The Code of Practice on Student Representation (CoPSR) sets out the policy relating to academic student representation at the University of Liverpool. This Operational Framework has been developed to supplement the information contained in the CoPSR, providing a more operational level of detail.
2. Jointly created by the University of Liverpool (UoL) and the Liverpool Guild of Students (Guild) it represents our shared commitment to developing and maintaining a stimulating, diverse and supportive environment that is conducive to learning for all students, as set out in the Student Charter.
(Available in the [Student Handbook](#))

Scope

3. This operational framework applies to all students registered on a UoL programme delivered at the UoL campus. The key principles outlined in the CoPSR apply to all UoL students studying off campus unless otherwise stipulated. Specific arrangements and responsibilities for implementing the CoPSR at partner institutions is set out in the relevant partnership Operational Framework or equivalent document. The Guild's Student Voice Team can provide guidance and practical support on implementing the CoPSR at a local level.

Roles And Responsibilities

Student Representative (Student Reps)

4. A role description for each Student Rep role can be found in Appendix 1, 2 & 3.
5. Student Reps should work closely with the Student Voice Team by sharing feedback they have gathered from their peers for SSLCs and as part of their Enhancement Activity. The Student Voice Team can then share their knowledge of student feedback with the Student Officers, Senate Representatives, and relevant School Representatives, so that they can provide an informed opinion at meetings and committees with the University

and feed into relevant campaigns.

- 6.** In addition to the responsibilities outlined in the CoPSR, Student Reps may be asked to volunteer to attend School-Level Committees, and participate in Internal Periodic Reviews, School, Faculty, and University-wide working groups and open forums.
- 7.** The Guild may also ask Student Reps to participate in additional activities, including focus groups and enhancement activity on an ad-hoc basis, to provide feedback on a particular issue or topic relevant to the student experience.

Course Representatives (Course Reps) & PGR Representatives (PGR Reps)

- 8.** Course Reps are responsible for gathering student feedback from their cohort, relating to their educational experience. This will include the student experience of teaching, assessment and feedback, access to educational resources and other aspects of their university experience. The Student Voice Team and School Reps can provide guidance to Reps on methods and techniques to gather and analyse feedback.
- 9.** PGR Reps perform the same role as Course Reps for students registered on Postgraduate Research degrees.
- 10.** Course Reps should share feedback with their School/Department. This will normally be by attending Staff Student Liaison Committees (SSLCs), but where an issue is time sensitive this should be shared with the Academic Lead outside of the SSLC to see whether any immediate action is required.
- 11.** It is expected that feedback should be constructive, highlighting examples of good practice, as well as suggesting areas that could be improved. Feedback should not relate to individual students and should only discuss individual staff in a responsible and constructive way.
- 12.** Course Reps can participate in Enhancement Activity aimed at improving an area of teaching and learning or the student experience within their school. This is normally via a group project in partnership with staff and other

representatives to investigate an issue and make recommendations for the school to consider. It is not expected that PGR Reps will complete an Enhancement project, but they can take part in wider Enhancement Activity as required.

- 13.** Course Reps should close the feedback loop by letting students know of outcomes to feedback raised, and by sharing updates from members of the SSLC such as upcoming events, opportunities, and any changes to the programme. Course Reps can do this through various channels, for example, via the MS Teams area created by the Student Voice Team, sending emails to the cohort via the Student Experience Team or updating students at the end of a lecture.

School Representative Leads (School Reps)

- 14.** School Reps will work with the Student Voice Team to provide peer support to Course Reps within their School. This could include answering questions about procedures, providing guidance and support on collecting feedback, analysing data and raising issues, and escalating issues where required.
- 15.** School Reps will maintain regular contact with Course Reps in their School, enabling them to understand key issues and themes arising and ensure these are raised at School and Faculty level committees. School Reps will also seek feedback from Course Reps and the wider student body on proposals or issues raised within a committee, where confidentiality allows. This can be through any communication channel they prefer or by arranging to meet in person.
- 16.** School Reps will be assigned to at least one School-level and one Faculty-level committee as representatives of their School. These committees include:

School:	Faculty:
Curriculum Boards	Faculty Education Committee
School Board of Studies	Faculty Academic Quality and Standards Committee
School Education Committee	Faculty Scrutiny Panels
	Faculty Equality, Diversity, Inclusion and Wellbeing Committee

- 18.** Prior to each Faculty-level committee, the Student Voice Team will provide School Reps with a briefing to familiarise Reps with key items within the committee papers, provide a forum for discussion, and time for members to organise their thoughts.
- 19.** The Student Voice Team will assign each School Rep to at least one School and one Faculty Committee for the duration of their role. This will be done in consultation with School Reps following recruitment.
- 20.** School Reps should close the feedback loop by informing Course Reps and their peers of any actions taken in response to student feedback and updates from Board of Studies committees where confidentiality allows.

Head of Department (HoD)/Academic Lead for Student Representation (Academic Lead)

- 21.** The HoD should appoint the Academic Lead prior to the start of the academic year. The Student Voice Team and secretary should be provided with the name and contact details for the Academic Lead.
- 22.** The Academic Lead should support the SSLC process and attend all meetings. They should also act as a key contact for Student Reps within the department to raise feedback and answer questions related to student representation.
- 23.** The Academic Lead should ensure that feedback provided by Student Reps is considered by the relevant person or department and an outcome provided.
- 24.** The Academic Lead should collaborate with Course Reps to agree a topic for the Enhancement Project and approve the final project proposal.

Secretary to the SSLC

- 25.** The secretary is responsible for arranging each SSLC. This will involve inviting all members, including optional members; ensuring a suitable room is booked and/or providing a Teams meeting link to all SSLC members.

- 26.** The secretary should provide all members with a copy of the agenda, the previous minutes and updated action tracker at least five working days ahead of a SSLC. Written reports from optional members should also be shared with members.
- 27.** The secretary is responsible for taking minutes at the SSLC.
- 28.** The secretary should maintain and update the action tracker after each SSLC and when an outcome is received or action completed. (see appendix 4)
- 29.** The secretary should ensure that all members of the SSLC receive minutes and the action tracker after the meeting. The Student Voice Team require the attendance lists and minutes for all SSLCs so that accurate records can be kept for the Liverpool Advantage Award.

Student Voice Team

- 30.** The Student Voice Team are responsible for recruiting for all Student Rep roles in line with the principles set out in the CoPSR and procedures outlined in this Operational Framework (see sections 38–55).
- 31.** The Student Voice Team will contact applicants for Student Rep roles via their university email to confirm whether their application has been successful. The Student Voice Team will then add all Student Reps to the representative's database (reps.liv.ac.uk) and provide the names of recruited reps to the relevant Department/School and School/Faculty Committee secretaries.
- 32.** The Student Voice Team will design and deliver training to all Student Reps specific to each role. They will also provide Student Reps with details of how to sign up for training, including the Guild's Bystander Intervention Training.
- 33.** The Student Voice Team will add Student Reps to a dedicated Student Representative Canvas page which will include a copy of the Course Rep Handbook, recordings of training and other resources to support reps in their role. Student Reps will also be added to a dedicated MS Teams area to enable communication between the Student Voice Team and Students Reps, and

between Student Reps.

- 34.** The Student Voice Team will provide guidance to Student Reps on all aspects of their role. This can include guidance on methods and techniques to gather feedback; analysing feedback; presenting feedback; understanding committee items; and developing Enhancement Projects.
- 35.** The Student Voice Team can then share their knowledge of student feedback with the Student Officers, Senate Representatives, and where appropriate other Student Reps to ensure Student Reps can provide an informed opinion at meetings and committees and feed into relevant campaigns.
- 36.** The Student Voice Team will confirm timelines and deadlines for the Enhancement Project at the start of the academic year to both Course Reps and Departments. They will also provide training to Course Reps on designing and completing an Enhancement Project.
- 37.** The Student Voice Team are responsible for recording whether a student has met the relevant criteria for the Liverpool Advantage Award.

Recruitment

- 38.** The recruitment process is intended to be inclusive, and any student finding the application process creates a barrier for them is encouraged to contact the Student Voice Team to discuss suitable adjustments.
- 39.** The Guild will be responsible for publishing details of each Student Rep role and how to apply ahead of the relevant recruitment period. Information relating to each role is also available on the Guild's website throughout the year.
- 40.** The Guild will share this information with Schools/Department who will also be responsible for publicising the role and providing information to students on how to apply ahead of the relevant recruitment period. Details of each role should also be included in induction material and within student handbooks.

- 41.** Recruitment will take place for returning on-campus students (Year 2 onwards) in the prior academic year in Semester 2 before the assessment period. New starters (Year 1 UG & PGR & PGT) and any remaining positions will be recruited at the start of Semester 1 in the new academic year. January starters will be recruited after the start of teaching at the beginning of Semester 2.

Course Representatives (Course Reps) & PGR Representatives (PGR Reps)

- 42.** To apply to be a Course Rep or PGR Rep, students will need to complete an online nomination form available on the Guild's website by the stated deadline. The deadline will be a minimum of 10 working days after the applications open. Departments should signpost students to the nomination form when promoting the opportunity.
- 43.** Once the deadline for nominations has passed the Student Voice Team will process all applications. Where the number of students who register for a Course Rep position is less than or equal to the number of positions available, these students will be recruited directly to the role. If more students register than there are positions available, an election should be held. (see section 51-55)
- 44.** The Student Voice Team will contact students via their university email to confirm whether their application has been successful or whether an election will take place for the role.
- 45.** PGR Reps can be recruited from their cohort at either department or School level with the aim of recruiting at least one course rep for every subject area. Where PGR Reps are recruited at School level, effort should be made to ensure that each department/subject area is represented even if this means reducing the student-to-rep ratio.

School Representation Leads (School Reps)

- 46.** To apply for the School Rep role students will be required to complete a short online application form available via the Guild's website by the stated deadline. The form will ask applicants to detail their experience and why they

should be appointed to the role in reference to the role description.

- 47.** Applications will be shortlisted by a member of the Student Voice Team and a Student Officer. This will involve scoring each application with the highest scoring applications from each School being shortlisted for an interview.
- 48.** The Student Voice Team will invite shortlisted applicants to an interview with a panel made up of the member of the Student Voice Team and a Student Officer who shortlisted for the role. The invite will ask applicants whether they require any reasonable adjustments to the interview process.
- 49.** Interviewees will be scored on their responses to the interview questions with the highest scoring candidates from each School position being appointed to the role.
- 50.** The Student Voice Team will contact all interviewees to confirm whether they have been successful and recruited to the role. The Student Voice Team will also be responsible for informing School's who has been recruited for each position. Once School Reps have been assigned to committee the Student Voice Team will notify the relevant secretary of each committee to confirm the student reps who will sit on that committee.

The Election Process

- 51.** Where the number applications received for a Course Rep position exceeds the number of positions available an election will take place for the role.
- 52.** The Student Voice Team will contact all applicants to confirm if they wish to stand for election by completing a self-nomination through the Guild's website. All candidates will then be given seven working days to provide a manifesto detailing why they would be the best candidate for the role.
- 53.** The election will be advertised to eligible students via email, their department and the Guild website. Each eligible student will be able to vote once and there is no further opportunity to change the vote. The election will use a single transferable vote with students ranking candidates in order of

preference.

54. Following the completion of the election, the Guild Student Voice Team will generate the results and share with the relevant candidates and the department contact. The results will also be published on the Guild Website. The Guild will notify departments of any remaining vacancies.

55. The names of all successful candidates will be added to the Course Representatives database (reps.liv.ac.uk) by the Guild. Details of the recruited Course Reps for each year will also be provided to the relevant Department/School.

Training

56. All recruited Student Reps will be invited to attend training prior to attending their first SSLC or Committee. The training will be provided by the Guild and will be made up of two sessions – one session will be tailored to requirements of each Student Rep role with the aim of developing skills and preparing reps for the role; the other session will be Bystander Intervention training. It is expected that Reps will attend both training sessions for each year they are a rep.

Staff Student Liaison Committees

Scheduling Meetings

57. It is for each department in consultation with Course Reps to decide whether an SSLC is held in-person, online or a hybrid of both. It is the responsibility of the Secretary to the SSLC to ensure a suitable room is booked for the SSLC and/or provide a Teams meeting link to all SSLC members.

58. An additional SSLC can be called by either a majority of Course Reps or the Academic Lead with 10 working days' notice if required.

Membership

- 59.** The CoPSR sets out the standard membership of an SSLC (see CoPSR section 30)
- 60.** Members with optional attendance must still be invited to all SSLCs and be provided with the agenda and the previous minutes. There is a requirement for departments who are optional attendees to submit a written update for the SSLC if they are not attending. Course Reps should ensure that these updates are then shared with their cohort.
- 61.** Additional Academic teaching staff can be invited to attend SSLC's for example Departmental Disability Coordinator or the department Education Lead. Effort should be made to ensure a reasonable balance between staff and student members of the committee.

Agenda

- 62.** The CoPSR sets out the standard agenda for an SSLC (see CoPSR section 31).
- 63.** The Secretary to the SSLC is responsible for circulating the agenda at least five working days before the meeting. Before sending the agenda, the Secretary should consult with Course Reps and the Academic Lead for Representation to see whether there any additional items for the agenda.
- 64.** Where optional attendees have submitted a written update for the SSLC this should also be shared with all SSLC members and included within the agenda. Course Reps should ensure that these updates are then shared with their cohort.
- 65.** The previous SSLC minutes should be sent with the agenda to be approved at the start of the SSLC.

SSLC Meetings

- 66.** It is best practice that a Course Rep Chairs the SSLC, but this role can be fulfilled by the Academic Lead if preferred by the Course Reps. The Guild will provide Course Reps with training and support to develop their skills and enable them to fulfil this role.

- 67.** The secretary is responsible for taking minutes of the SSLC. Minutes should be an overview of what was discussed, including important points, decisions, and specific action points which should also be recorded in the action tracker.

Closing the Feedback Loop / Actioning Feedback

- 68.** An action tracker should be used to record issues raised; agreed action points; person responsible for the action, to maintain transparency between students and staff and close the feedback loop. Action updates will be provided at the following meeting, or earlier through alternative communication such as email or Canvas. A template action tracker can be found in Appendix 4.
- 69.** Any item that cannot be addressed by the SSLC should be escalated to the relevant department or team within the University. The action tracker should record the issue and who will be responsible for liaising with the relevant team or department.
- 70.** The action tracker should record each outcome including actions that have been taken in response to the issue raised. If no action or changes are possible then the reason for this should be clearly recorded on the tracker.
- 71.** A copy of the action tracker should be made available online so that all students within the department can see how their feedback is being considered. This should be updated regularly following SSLC's and when an action is completed.
- 72.** Where changes have been made in response to student feedback these should be clearly communicated to students for example via 'you said, we did' posters, newsletters, email or on Canvas.
- 73.** A copy of all SSLC minutes and action tracker should be submitted to the relevant Board of Studies for consideration and to agree any actions to be taken in response to the issues raised. The action tracker should be updated to reflect any actions taken.

Enhancement Activities

- 74.** Course Reps in partnership with their department can complete a group enhancement project during their term of office. The project should be carried out with the aim of improving the student experience and should focus on matters related to the teaching and learning experience within the department.
- 75.** It is recommended that enhancement projects be completed in groups, ideally with Course Reps working together on one project per course each year. The scoping of the project should be a collaborative effort involving staff within the department Academic Lead. School Reps and the Student Voice Team can also provide guidance and practical support to Course Reps, to help them design and complete their project.
- 76.** The Guild's Student Voice Team will confirm timelines and deadlines for the enhancement project at the start of the academic year to both Course Reps and departments. They will also provide training to Course Reps on designing and completing an enhancement project.
- 77.** Projects should be designed to ensure that ethical approval is not required. Topics of a sensitive nature which may be harmful to participants or those involved in the study and/or requiring the collection of special category personal data will not be permitted. If a department wishes to undertake a more extensive project with Course Reps requiring ethical approval the department will be responsible for submitting the application in line with the University's [Research Ethics Policy](#).
- 78.** Course Reps should write up their findings and recommendations from the project to present to their department. Course Reps can decide the best format to present their project, (examples may include but are not limited to a: report, presentation, poster, short video, podcast or infographic, etc.). A copy of the final project output should be sent to the Academic Lead the Guild's Student Voice Team.
- 79.** Course Reps in consultation with the Academic Lead should agree if any actions need to be taken in response to the recommendations made by

enhancement project. Agreed action should then be added to the action tracker and actioned.

- 80.** An alternative enhancement activity can be undertaken instead of a project if the focus of the activity remains aimed at enhancing teaching and learning or the student experience. The Student Voice Team can provide support and guidance to Course Reps, departments and partner organisation in designing a suitable activity.

Liverpool Advantage Award

- 81.** The qualifying criteria for each Student Rep role will be agreed on an annual basis by the Guild and the Liverpool Advantage Team. The criteria will then be communicated to students in promotional material, during training and within the Student Rep handbook.
- 82.** The Student Voice Team will be responsible for recording whether a student has met the relevant criteria for the award. The details of students who qualify will then be provided to the Liverpool Advantage Team who administer the award.

Amendments and Reviews

- 83.** This Framework shall be reviewed on an annual basis by the Guild, any amendments shall be with the agreement of both UoL and the Guild with this ratified by the Guild Liaison Committee, reported to Education Committee.

Appendix 1 – Course Rep Role Description

Course Representative Role Description

Role: Course Representative (Course Rep)

Duration: One academic year

Duties:

- Gather student feedback from their cohort, relating to their educational experience.
- Analyse and provide insight into the student experience of teaching, assessment and feedback, access to educational resources and other aspects of their university experience;
- Attend Staff Student Liaison Committees (SSLC's) which take place at least three times a year;
- Feedback to staff at SSLC's and they and their peers think about the standard of teaching on their course. This includes highlighting good practice, as well as suggesting what could be improved;
- Complete an Enhancement Project on an issue which affects their course;
- Work closely with the Student Voice Team and School Representation Leads (School Reps) by sharing feedback they have gathered from their peers for SSLCs and as part of their Enhancement Project.

The Guild will register Course Reps to the [University Student Representatives Database](#) where they will have access to the contact details of other Course Reps across the University to be able to collaborate with one another.

Commitment:

The total time commitment for the role can vary but Course Reps should attend all scheduled training and SSLC's, spend appropriate time gathering feedback from and feeding back to their peers, and complete an enhancement project. The average time commitment is expected to be 30-40 hours a year.

Training and Support

The Guild will provide:

- Compulsory training to help reps develop their knowledge and understanding of student representation structures, methods of collecting student feedback and how to effectively represent students at meetings.
- Bystander Intervention training which will equip reps with the knowledge and skills needed to be an active bystander
- A Student Rep handbook that contains information about Course Reps' responsibilities, key contacts and a Higher Education jargon buster
- A Student Rep information hub on Canvas which contains key resources related to the role and wider representation structures.
- Enhancement Project workshops to support Course Reps with the planning and undertaking of their project.
- Day-to-day support from an SVC and peer support from School Reps to help Course Reps with role related queries or matters concerning student representation.

Experience you will gain

- | | |
|---|--|
| <ul style="list-style-type: none"> • Knowledge of the Higher Education sector • Collecting feedback and analysing data • Making convincing arguments | <ul style="list-style-type: none"> • Communicating with senior members of professional staff • Attending meetings and committees |
|---|--|

Skills you will develop

- Oral & Written Communication
- Public Speaking
- Time management
- Leadership
- Decision Making
- Negotiation
- Advocacy
- Building Relationship

Being a Course Rep is also a great addition to your CV!

Additional Opportunities

Course Reps may also be asked to volunteer to attend School-Level Committees, and participate in Internal Periodic Reviews, School, Faculty, and University-wide working groups and open forums as required.

The Guild may also ask Course Reps to participate in additional activities, including focus groups and enhancement activity on an ad-hoc basis, to provide feedback on a particular issue or topic relevant to the student experience.

Liverpool Advantage Award

Course Reps will be eligible for the Liverpool Advantage Award providing they meet all the qualifying criteria for the role award. Full details of the Liverpool Advantage Award and criteria can be found (LINK TBC)

GDPR

If you are recruited as a Course Rep, we will hold your name, student ID number, and University email address on our Rep database which is only accessible to relevant Guild staff, University staff, and students who may use your University email address to contact you. You will also be added to a MS Teams area managed by the Student Voice Team for your Faculty/ Department where you can communicate with other Reps. See our website for more information on how we use your data <https://www.liverpoolguild.org/about/privacy/>.

Appendix 2 – PGR Role Description

Postgraduate Research Representative Role Description

Role: Postgraduate Research Representative
(PGR Rep)

Duration: One academic year

Duties:

- Gather student feedback from the PGR students in their School/Discipline Area, relating to their educational experience.
- Analyse and provide insight into the student experience of teaching, assessment and feedback, access to educational resources and other aspects of their university experience;

- Attend Staff Student Liaison Committees (SSLC's) which take place at least three times a year;
- Feedback to staff at SSLC's and they and their peers think about the standard of teaching on their course. This includes highlighting good practice, as well as suggesting what could be improved;
- Work closely with the Student Voice Team and School Representation Leads (School Reps) by sharing feedback they have gathered from their peers.

The Guild will register PGR Reps to the [University Student Representatives Database](#) where they will have access to the contact details of other School and PGR Reps across the University to be able to collaborate with one another.

Commitment:

The total time commitment for the role can vary but PGR Reps should attend all scheduled training and SSLC's, spend appropriate time gathering feedback from and feeding back to their peers. The average time commitment is expected to be 25-30 hours a year.

Training and Support

The Guild will provide:

- Compulsory training to help PGR reps develop their knowledge and understanding of student representation structures, methods of collecting student feedback and how to effectively represent students at meetings.
- Bystander Intervention training which will equip reps with the knowledge and skills needed to be an active bystander
- A Student Rep handbook that contains information about PGR Reps' responsibilities, key contacts and a Higher Education jargon buster
- A Student Rep information hub on Canvas which contains key resources related to the role and wider representation structures.
- Day-to-day support from an SVC and peer support from School Reps to help PGR Reps with role related queries or matters concerning student representation.

Experience you will gain

- Knowledge of the Higher Education sector
- Collecting feedback and analysing data
- Making convincing arguments
- Communicating with senior members of professional staff
- Attending meetings and committees

Skills you will develop

- Oral & Written Communication
- Public Speaking
- Time management
- Leadership
- Decision Making
- Negotiation
- Advocacy
- Building Relationship

Being a PGR Rep is also a great addition to your CV!

Additional Opportunities

PGR Reps may also be asked to volunteer to attend School-Level Committees, and participate in Internal Periodic Reviews, School, Faculty, and University-wide working groups and open forums as required.

The Guild may also ask PGR Reps to participate in additional activities, including focus groups and enhancement activity on an ad-hoc basis, to provide feedback on a particular issue or topic relevant to the student experience.

Liverpool Advantage Award

PGR Reps will be eligible for the Liverpool Advantage Award providing they meet all the qualifying criteria for the role award. Full details of the Liverpool Advantage Award and criteria can be found (LINK TBC)

GDPR

If you are recruited as a PGR Rep, we will hold your name, student ID number, and University email address on our Rep database which is only accessible to relevant Guild staff, University staff, and students who may use your university email address to contact you. You will also be added to a MS Teams area managed by the Student Voice Team for your Faculty /School where you can communicate with other Reps. See our website for more information on how we use your data

<https://www.liverpoolguild.org/about/privacy/>.

Appendix 3 – School Rep Role Description

School Representation Lead

Role Description

Role: School Representation Lead (School Rep)

Duration: One academic year

Duties:

- Be the student representation leads for their School,
- Attend School and Faculty level committees as representatives of their School. It is expected that School Reps will be assigned to at least one School and one Faculty committee for the year and attend a briefing with the Student Voice Team ahead of each Committee.
- Provide peer support to Course Reps within their School to Course Reps and act as a point of contact to escalate feedback within their School
- Maintain regular contact with Course Reps in their School, enabling them to understand key issues and themes arising and ensure these are raised at School and Faculty level committees
- Work closely with the Student Voice Team to share feedback gathered from their peers, Course Reps in their School and other School Reps from across their faculty.

It is expected that School Reps will have previous experience of representation either as a Course Rep or within a similar role to undertake this role.

The Guild will register School Reps to the [University Student Representatives Database](#) where they will have access to the contact details of other School and Course Reps across the University to be able to collaborate with one another.

Commitment:

The total time commitment for the role can vary but School Reps should attend all scheduled training; the School and Faculty Committees to which they are assigned and the Guild briefings prior to these meetings; and maintain regular contact with Course Reps in their School. The average time commitment is expected to be 60 hours a year.

Training and Support

The Guild will provide:

- Compulsory training to help reps develop their knowledge and understanding of student representation structures, methods of collecting student feedback and how to effectively represent students at meetings.
- Bystander Intervention training which will equip reps with the knowledge and skills needed to be an active bystander
- A Student Rep handbook that contains information about Course Reps' responsibilities, key contacts and a Higher Education jargon buster
- A Student Rep information hub on Canvas which contains key resources related to the role and wider representation structures.
- Enhancement Project workshops to support Course Reps with the planning and undertaking of their project.
- Day-to-day support from an SVC and peer support from School Reps to help Course Reps with role related queries or matters concerning student representation.

Experience you will gain

- Knowledge of the Higher Education sector
- Knowledge of University policies
- University EDI and APP initiatives
- Collecting feedback and analysing data
- Making convincing arguments
- Peer Mentorship
- Communicating with senior members of professional staff
- Attending meetings and committees

Skills you will develop

- Oral & Written Communication
- Public Speaking
- Time management
- Leadership
- Decision Making
- Negotiation
- Advocacy
- Building Relationship

Being a School Rep is also a great addition to your CV!

Additional Opportunities

School Reps may also be asked to volunteer to attend School-Level Committees, and participate in Internal Periodic Reviews, School, Faculty, and University-wide working groups and open forums as required.

The Guild may also ask School Reps to participate in additional activities, including focus groups and enhancement activity on an ad-hoc basis, to provide feedback on a particular issue or topic relevant to the student experience.

Liverpool Advantage Award

School Reps will be eligible for the Liverpool Advantage Award providing they meet all the qualifying criteria for the role award. Full details of the Liverpool Advantage Award and criteria can be found (LINK TBC)

GDPR

If you are recruited as a Course Rep, we will hold your name, student ID number, and University email address on our Rep database which is only accessible to relevant Guild staff, University staff, and students who may use your university email address to contact you. You will also be added to a MS Teams area managed by the Student Voice Team for your Faculty/ Department where you can communicate with other Reps. See our website for more information on how we use your data <https://www.liverpoolguild.org/about/privacy/>.

Appendix 4 - Student Feedback Action Tracker

Student Feedback Action Tracker

Department:

Year:

Feedback Raised	Date	Action	Person/Department Responsible	Progress/Outcome	Status