

Code of Practice on Student Representation

Applicable to all new and continuing students from 2026-27

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Introduction

1. The Code of Practice on Student Representation (CoPSR) sets out the policy and procedures relating to academic student representation at the University of Liverpool. Jointly created by the University and the Liverpool Guild of Students 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 [Student Handbook](#))
2. The University recognises that students can provide unique insight into their student experiences. The University is committed to supporting students to engage in learning and facilitating the participation of students in processes that can improve their educational experience. To support this commitment the University has many mechanisms in place, allowing students to provide input into programme design, development and approval and, feedback and evaluate their teaching, learning, student experience, and services provided.
3. This code outlines the roles, responsibilities, and procedures that make up the academic representation structure at the University. More detailed information on how to apply the code in practice can be found in the Operational Framework document which accompanies this policy. The Guild's Student Voice Team can also offer support to students and staff involved in student representation, including guidance and practical support on implementing the code at partner institutions.

Scope

5. This policy applies to all students enrolled at the University of Liverpool, including those on undergraduate (including integrated masters), postgraduate taught and postgraduate research programmes of study.
6. This policy also applies to students registered on a University of Liverpool programme delivered at a Partner Organisation. Arrangements and responsibility for the support for student representation at partner organisations is set out in the relevant partnership Quality Assurance Operational Framework or contract, as appropriate.

Roles and Responsibilities

Course Rep & PGR Reps

7. Course Reps and PGR Reps take part in quality assurance and enhancement procedures to help improve the standard of teaching and learning at the University. This includes:
 - Gathering student feedback about their educational experience, and updating students of any changes that have been made in response to this feedback.
 - Analysing and providing insight into the student experience of teaching, assessment and feedback, access to educational resources and other aspects of their university experience
 - Attending Staff-Student Liaison Committees (SSLCs)
 - Undertake enhancement activity as appropriate.

School Reps

8. School Reps are the student representation leads for their School. This includes:
 - Providing peer support to Course Reps and
 - Acting as a point of contact to escalate feedback within their School.
 - Attend School and Faculty level governance committees

Senate Reps

9. There are seven student representatives appointed to the University's Senate each academic year, made up of the four elected Student Officers and a student representative from each Faculty. The recruitment of the three faculty student representatives is undertaken by Guild following a recruitment process approved by the University and available on the Guild's Website, so not covered in this code. Senate's powers and duties are detailed in [Ordinances 1-34](#).

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

10. The Head of Department has overall accountability for student representation within their department.
11. They should appoint an academic lead for student representation each year, this can either be themselves or a nominee. The duties of the Academic Lead include:

- Attending SSLCs
- Acting as the point of contact for student feedback raised outside of SSLCs.
- Responding to student feedback on behalf of the department

Secretary to the SSLC

12. Each School should appoint a secretary to SSLCs each year, normally from within Professional Services staff either at the University or delegated to the Partner Organisation. Their duties include:

- Scheduling and inviting all members to SSLC meetings
- Circulating the agenda prior to a SSLC meeting
- Taking minutes during meetings
- Updating the action tracker

The Guild's Student Voice Team

13. The Student Voice Team provide support to students and staff involved in student representation and oversight of student representation. Their duties include:

- Providing guidance and practical support on implementing the code
- Overseeing the recruitment for each of the student rep roles outlined in the code
- Providing training to student reps
- Maintaining a database of all student representatives and record eligibility for the Liverpool Advantage Award.
- Producing the annual Student Voice Report

Recruitment

14. All representative roles will be recruited through transparent and inclusive processes to ensure the role is accessible to all students who wish to apply.

15. Equity data will be captured at application to enable an overview of which students are applying and successfully recruited to Course Rep roles.

16. The term of all Student Rep roles one academic year relative to their course. Students who choose to stay on for subsequent years must register for the role again.

Course and PGR Reps

17. Course Reps and PGR Reps should be recruited through self-nomination.
18. To ensure sufficient representation the aim is to recruit one Course Rep for every fifty students, per course, per year group. 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 with effort made to ensure that each department/subject area.

19. If more students apply than there are positions available, an election should be held.

School Reps

20. School Reps will be selected through an application and interview process.
21. Three School Reps will be recruited per School each year. This will be two Undergraduate students from Year 2 onwards and one Postgraduate student.
22. It is expected that School Reps will have previous experience as a Course Rep at the University or similar representative experience to undertake the role.

Training

23. All student reps should attend training prior to attending their first SSLC or committee each year.
24. Training will normally be developed and provided by the Guild. Training for students studying at a Partner Organisation will be as per the agreed responsibilities outlined in the partnership Quality Assurance Operational Framework. The Guild will maintain oversight of the training and associated documentation, with online training materials normally being made available to partners.

Staff Student Liaison Committee (SSLC)

Function of the SSLC

25. The function of an SSLC is to:

- Provide an opportunity for Course Reps to formally raise feedback gained from their peers.
- Establish effective communication between staff and students to find collaborative solutions to the student issues raised in the meeting.
- Highlight examples of good practice regarding students' teaching and learning experiences to the University.
- Receive and respond to the findings of Enhancement Projects where applicable
- Receive updates from Schools and University services about changes affecting students

26. Where student feedback cannot be addressed by the SSLC this should be escalated to the appropriate department or service to resolve.

Scheduling of Meetings

27. There should be a minimum of 3 SSLCs each academic year.

An additional SSLC can be called by either a majority of Course Reps or a department with ten working days' notice if required.

28. The first SSLC should not normally take place until teaching week seven to allow recruitment and training to take place. Consideration should also be made for assessment periods and the calendar of study.

29. SSLCs should be arranged at a time that will best allow Course Reps to attend, and where possible should avoid timetabled teaching.

Membership

30. The membership of the SSLC should ensure a reasonable balance between staff and student members of the committee. The membership should as include:

- Chair (*this would normally be either a Course Rep or an Academic member of staff, to be agreed in advance of the first meeting*)
- Academic Lead of Student Representation, or Department Director of Postgraduate Research (*PGR only*)
- Secretary

- Academic teaching staff by invitation
- Course Reps
- School Reps (*optional attendance*) ^{*1}
- Guild (*optional attendance*) *
- Careers (*optional attendance*) *
- IT (*optional attendance*) *
- Library (*optional attendance*) *
- Professional Service Staff (*As required*)

Agenda

31. The agenda is intended to provide a structure for SSLCs, with additional items added if agreed between Course Reps and the department. The agenda should include:

- Introductions and apologies
- Approval of the previous minutes
- Updates on previous matters raised using an action tracker
- Arising student issues
- Updates from the Academic Department
- Updates from the Guild and Professional Services
- Any other business

32. Staff-Student Liaison Committees should not discuss individual students and should only discuss individual staff in a responsible and constructive manner.

Closing The Feedback Loop

33. It is vital that the outcome of feedback is visible to students. An online action tracker should be used to record issues raised, any progress being taken and outcome in response to the feedback.

34. A copy of all SSLC minutes and the action tracker should be submitted to the relevant Board of Studies for consideration.

Liverpool Advantage Award

35. Student Reps may be eligible for the Liverpool Advantage Award providing they meet all the qualifying criteria for the role.

¹ * *Optional attendees must be invited to all SSLCs, be provided with the agenda and the previous minutes, and are required to submit a written update. There is a requirement for optional attendees to submit a written update for the SSLC.*

Student Representation Report

36. The Guild will be responsible for producing a Student Voice Report at the end of each academic year. The report will be shared each Head of Department, the Associate Pro-Vice-Chancellor for Education (APVCE) for each Faculty, Faculty Education Committee, all Partner Organisations, Education Committee, Guild Liaison Committee and the Department of Academic Quality, Innovation and Assurance (AQIA).

Oversight and Monitoring

37. Education Committee will provide oversight of student representation at the University and will receive a copy of the Student Voice Report each year.

38. The CoPSR will be reviewed every five years. Amendments to the CoPSR will need to be endorsed by Education Committee then approved by Senate.