

2019-20



Student Representatives Handbook

'Be the voice for students on your course'

londonmetsu.org.uk/studentreps



London Metropolitan University
Students' Union



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Congratulations!

Firstly, I'd like to say congratulations on being elected as a Student Representative for your course.

It's a big achievement and I hope that you recognise this. Just like you, I was a Student Representative and I am now the Students' Union's Full-time Officer for the Guildhall School of Business & Law and the School of Human Sciences.

My portfolio for this year is education, which means that I will be working on improving your academic experiences during your time at university. This includes working closely with you, our Student Reps. This year your role is going to be vital in identifying and raising issues, negotiating solutions and voicing them to us Officers, our Part-time Officers and other representatives in your Schools.

This year I will also be looking after and providing facilitation to our Disability Forum. In the forum we will be relaxing, discussing relevant issues and topics, electing leaders and working on bettering the experiences of every disabled student at the University.

Myself, Jessica Hoarau, Chrystalle Margallo and Diini Muse, our Students' Union President, are here at your service for any advice or support you may need, and to encourage you to do the best you can in your role. You can find us in the Students' Union throughout the year so do come by and say hello!

Best wishes,

Nakole Iddirisu

Full-time Officer for the Guildhall School of Business & Law and the School of Human Sciences.



nakole.iddirisu@londonmet.ac.uk

[@NakoleMetSU](https://twitter.com/NakoleMetSU)

[@NakoleMetSU](https://www.instagram.com/NakoleMetSU)

Welcome to your Students' Union

Supporting students for a life-changing experience

Who are the Students' Union?

We are a democratic organisation and registered charity, independent of the University. We are overseen by a board of trustees and supported by a team of elected officers and professional staff.

What do we do?

We are here to represent the student body, lobby and campaign for positive change. Our Full and Part-time Officers, Student Reps and Student Council members represent our six Schools and our liberation campaigns - women students, LGBTQ+ students, disabled students and black and minority ethnic students. We also facilitate student societies, sports teams and student media (Verve magazine and radio) and provide an individual representation and casework advice service. We are here to make your time at University more enjoyable, provide with you with new opportunities, support you and enhance your skills.

Our Values

- ◆ Diverse and equitable
- ◆ Hardworking and committed
- ◆ Responsible and accountable
- ◆ Fair and representative
- ◆ Supportive and respectful
- ◆ Ambitious and excellent



Student Voice

The primary function of the Students' Union is to represent our members' voice – the student voice - effectively to the University and to the wider community. In doing this we aim to create positive change in our members' lives. As a Student Rep, you can make a real difference to the student experience of your peers. You are the voice of students on your course

What is a Student Rep?

Student Reps are elected to represent students' views regarding their course, teaching, School and the wider University.

They identify and raise issues on behalf of their peers to course leaders and other relevant staff. They work collaboratively with staff, provide feedback from the student body and act as a communication channel between School and student. The six Schools which make up the University are really keen to engage with students and to involve Student Representatives as much as possible in the decision-making process, and to work with them to ensure quality and standards are at the highest level.

- Raise relevant issues to lecturers, module and course leaders
- Being a point of contact for fellow students for them to relay issues and concerns
- Representing students at course committee meetings
- Building a constructive working relationship with staff
- Reporting back to your coursemates and Full-time Students' Union Officer on an ongoing basis
- Refer and signposting students to other sources of support and advice which they may require (see p18-19)

If it's broken, report it!

Quite often students will raise practical problems with a Student Representative which just need to be fixed. It is really important that Student Reps (or students) report these problems as soon as possible so they can be fixed. Don't just leave it to someone else!

Estates issues such as broken lights, furniture, windows and doors and general cleaning and maintenance issues:

and

Media and IT problems such as faulty computers, monitors, printers, projectors and plasma screens...

...should all be reported via the IT and Estates Help Desk:

Google: London Met IT Estates portal



Student Rep - Achieve Accreditation

This means that your efforts as a Student Rep are officially acknowledged and mentioned on your degree transcript. In order to achieve this you will need to:

- Attend Student Rep training
- Attend the Course Committee meeting and Student Rep Forum for your School
- Spend time talking to your coursemates and liaise regularly with your Course Leader to provide regular feedback
- Complete the Student Rep semester feedback survey - this is a short online form which you will be sent via email where you can provide the Students' Union with feedback on behalf of your coursemates



Keep us Informed

Being a Student Rep does involve a certain time commitment. We appreciate you are busy and that this is a voluntary role. If you feel you can no longer continue in it please let us know by emailing us at **studentreps.su@londonmet.ac.uk** and your Course Leader so that we can arrange for another student to take up the role.



Student Rep – Volunteers

You may not have thought about your role as that of a volunteer, but you give your time and energy to help support other students.



We hope you have a fantastic time doing this, learn new skills and make lifelong friends. **How do we recognise our volunteers?**

- Accreditation opportunity: see previous page
- Students' Union Awards: Our annual celebration is held to recognise volunteers from across the Students' Union, including Student Reps. Students will have the opportunity to nominate people in categories such as 'Student Rep of the Year'
- Socials: The SU organise social events for Student Reps throughout the year so our volunteers can meet each other outside of University
- All our volunteers, and students in general, are welcome to pop into the SU and make yourself a cup of tea or coffee
- Free hoody & lanyard: we give a lovely Student Rep hoody and lanyard to all our volunteers when they attend their training sessions!
- Put paid work opportunities your way when we can, such as students sitting on course validation panels
- Join the Student Council and be part of both Students' Union and University decision-making processes

Weblearn - Course Sites

Student Reps can have their names, photo and contact details uploaded onto the 'course sites' area on Weblearn.

This way, all students on the course can quickly and easily identify who their Student Rep is and get in touch with them. There is also space for you to add a relevant link if you wish. You could add a link to a website, such as the SU website or to an online survey that you might create to get feedback from your course mates.

You can utilise the following sections:

Contacts:

Your details will be listed here.

Announcements:

Course level announcements are posted here.

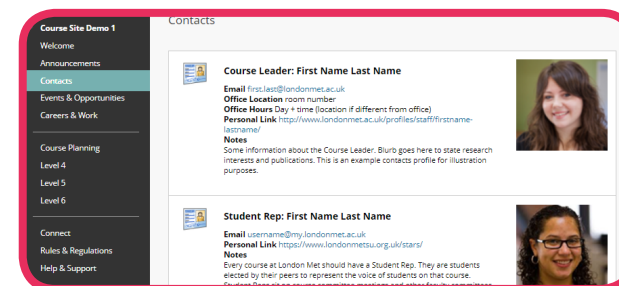
Events and Opportunities:

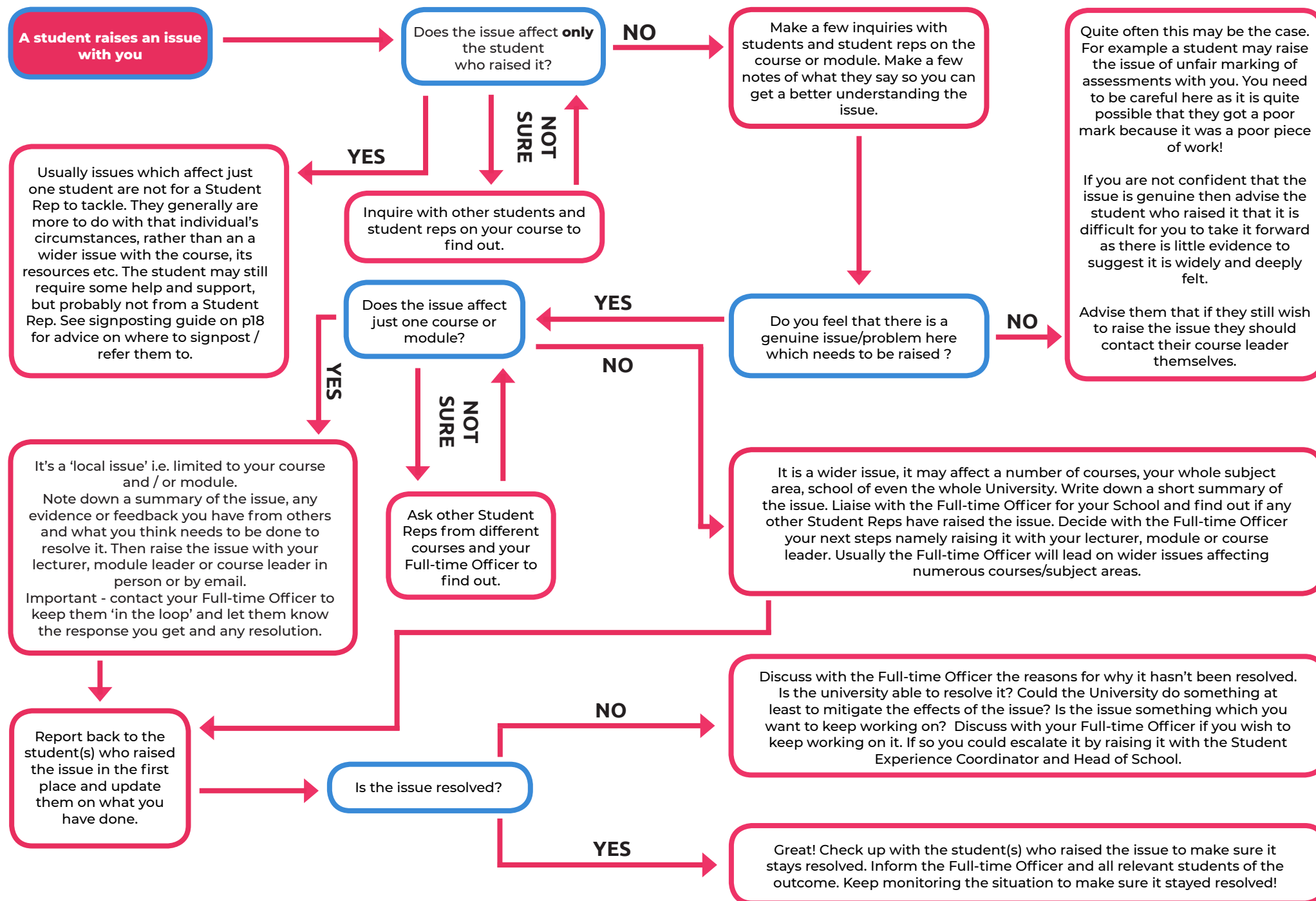
Events of interest to students such as SU meetings, forums, activities and campaigns.

Connect:

For peer-to-peer communication. This can be a suitable section for publishing the minutes of course meetings or links to surveys and spreadsheets which you can create to gather student views and opinions.

You will need to ask your Course Leader to upload the information for you. Liaise with them via email and send them what you want to go on the course site.





Course Committee Meetings

Course Committees are meetings in which the key stakeholders such as Course Leaders, other academics, library staff and most importantly Student Reps meet to discuss and review the course.



- Ask your Course Leaders when your Course Committee is and put it in your calendar/diary. If it is at a time that you cannot make, ask for it be re-arranged and provide your availability – you are a key stakeholder and should be present if at all possible.
- They are a good opportunity to formally raise any problems about your course that your fellow students have brought to your attention. It is also a chance for you to find out important information, have a say on prospective changes and influence the future of your course.
- Inform students on your course (word of mouth, Whatsapp, email, social media - whichever works best for you) well before the committee meetings so they can ask you to raise issues on their behalf. After the meeting, write a report and send it to your course-mates so they know what was said and any actions or outcomes of the meeting.
- Student Reps are offered training to help them get the most out of Course Committee meetings
- If you wish you can ask the Full-time Officer for your School to attend with you. Drop them a line.

Student reps on Facebook – *get active!*

Each school has a Facebook group which Student Reps can join.

Facebook is a quick and easy way for Student Reps to communicate with each other, plan and organise. We encourage you to join the Facebook group for your School and to post and reply to comments on issues related to your course, teaching or other academic areas. The Students' Union will then confirm you as a member once we have checked that you are on our list of Student Reps for 2019-20

The Guildhall School of Business and Law:
www.facebook.com/groups/1748369651949695/

The Cass School of Art, Architecture and Design:
www.facebook.com/groups/2192402201012352/

The School of Computing and Digital Media and Human Sciences:
www.facebook.com/groups/studentrepsschoolofcomputinganddigitalmedia/

The School of Human Sciences:
www.facebook.com/groups/422317105295455

The School of Social Sciences:
www.facebook.com/groups/Studentsrepsschoolofsocialsciences/

The School of Social Professions:
www.facebook.com/groups/studentrepsschoolofsocialprofessions/



And don't forget to join the main Students' Union Facebook group and like our page:
Group: The Official London Met Students' Union Group
Page: London Met SU

Student Rep Support: Training

All Student Reps are asked to attend new Rep or refresher training in 2019-20.

The training sessions will take place at Holloway and Aldgate sites at a variety of times. The training session will prepare you for your year as a Student Rep and will give you valuable hints and tips on how to identify and deal with relevant issues. The training also covers getting the most out of Course Committee meetings, Rep Forums and liaison with academic staff. Those who attend will receive a free Student Rep hoody and lanyard!

The training was really useful and really helped me understand the role



Ade, Guildhall School of Business and Law



For more details on training sessions, please visit:
londonmetsu.org.uk/studentreps

Student Rep Support: Full-time Officers

The Students' Union is there to support you throughout the year. Please keep the Full-time Officer for your School fully informed on all issues in your course or School. This gives them an overview of the School and can coordinate on raising issues which might crop up on different courses. The Officers are there to help and support you and can escalate issues to senior management level if required.



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Students' Union President
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Jessica Hoarau
Full-time Officer for the Sir John Cass School of Art, Architecture and Design & School of Computing and Digital Media
jessica.hoarau@londonmet.ac.uk
Twitter: @JessicaMetSU

Student Reps Support: Your School

The Student Reps scheme is a partnership between the Students' Union and your School.

Your School is as keen as you are for it to provide the best teaching, support and resources. The best Student Reps are those who are pro-active, work with their School, and build up a good working relationship with their Course Leader and other School staff. Ask for meetings with senior staff, including the Head of School. Working together is the best way to influence people and get results. Each School has a Head of Student Experience and Academic Outcomes. Contact them if you have issues which you are unable to resolve at Course Leader level:

Guildhall School of Business and Law: Jan Bamford -
j.bamford@londonmet.ac.uk

Cass School of Art, Architecture and Design: Cecile Tschirhart -
c.tschirhart@londonmet.ac.uk

School of Human Sciences: Chris Bax -
c.bax@londonmet.ac.uk (interim)

School of Computing and Digital Media: Elena Moschini -
e.moschini@londonmet.ac.uk

School of Social Sciences: Steven Curtis -
s.curtis@londonmet.ac.uk

School of Social Professions: Brian Tutt -
b.tutt@londonmet.ac.uk



NUS

The National Union of Students (NUS) provides excellent support for Student Reps (or Course Reps as they are sometimes called) and also run a number of events specifically for Course Reps.

NUS Student Engagement Partnership: nusconnect.org.uk/the-student-engagement-partnership-tsep
NUS Connect (main NUS website): nusconnect.org.uk/

Student Council

The Student Council is the main representative body within the Students' Union Students are elected from various constituencies across the University, such as Student Reps and society leaders. The Student Council discuss and debate student and University issues, and other issues close to the hearts of students, holding the elected Officers to account.

londonmet.ac.uk/democracy/council

Careers and Employability Service

The University's Careers and Employability Service is there to support students with their careers and employment needs such as career planning, writing CVs, job applications and interview skills. Help is also available for students applying for placements, jobs and volunteering opportunities. There is a careers portal available with useful tools such as a CV and cover letter builder, interview simulator, psychometric and aptitude tests, employer videos and so much more.

For careers information and to register on the Careers Portal and Job Shop, go to londonmet.ac.uk/careers

Confidentiality and Contacts

Confidentiality is very important in your role as a Student Rep. If a student raises a certain issue with you then you must not share this information to a third party (such as your tutor or course leader) unless they have said it is ok for you to do so. Often a student may wish for you to raise the issue on their behalf so their name is not mentioned. However, If you are concerned that a student might be at risk of harm due to something they have told you, it is very important that you report it via the university safeguarding concern reporting form which is located here: londonmet.ac.uk/about/policies/safeguarding/

If you need some advice regarding this please speak to Lynsey Bendon <l.bendon@londonmet.ac.uk> or your School Proctor:

bit.ly/2kvX6aG

Referral & Signposting

Your role as a Student Rep is to represent the interests of your fellow students in terms of academic issues which affect more than one person.

This concerns things to do with your course, teaching, resources or other academic or related issues. Remember, you are not meant to support individual students with academic appeals, personal problems, accommodation issues etc. Don't be tempted to advise students around any other areas. You aren't trained or qualified to do so. The University has lots of specialist support services for students though, so please refer or 'signpost' to these when required:

Advocacy, casework and individual support around misconduct, mitigating circumstances, appeals, complaints and wellbeing:

Students' Union - Casework Advice Service
e: advocacy.su@londonmet.ac.uk
t: 020 7133 4171

Student societies, sports teams, Verve radio and magazine, student council, and liberation forums:

Students' Union Harglennis Building, Holloway Campus & CMG-20 Calcutta House, Aldgate Campus
e: studentsunion@londonmet.ac.uk
t: 02071334171
facebook/instagram/twitter/snapchat: londonmetsu

Problems affecting course, progression, study related academic issues:

Academic Tutor

Module change, enrolment issues, submit mitigating circumstances forms etc:

The Customer Liaison Team via the Student Hubs: Holloway TM1-89 (by the Junction café) and Calcutta House CMGN-24 (ground floor)
e: hub@londonmet.ac.uk
t: 02071337001/2/3
student.londonmet.ac.uk/student-hubs/

Issues which may be affecting a student's ability to study which are of a more personal nature:

The Student Liaison Team via the Student Hubs at Holloway & Aldgate, see above.
'Drop-ins at Holloway hub 9.30-12.00
e: studentliaison@londonmet.ac.uk
londonmet.ac.uk/support

Students experiencing personal and / or emotional difficulties, difficult personal circumstances including mental health difficulties:

University Counselling Service
e: counselling.studentservices@londonmet.ac.uk
twitter: @ss_counselling
t: 020 7133 2093 (general enquiries) & 020 7133 7001 (pre-counselling bookings)

Information and access to Academic Mentors and Success Coaches:

PASS Scheme - email Wilko Luebsen
e: w.luebsen2@londonmet.ac.uk t: 02071332915

Fitness, Gym & Recreation (free to use):

Science Centre, Holloway Campus
(main gym - Holloway, exercise room - Calcutta House) e: fitness@londonmet.ac.uk

t: 02071333620

londonmet.ac.uk/sports

Facebook & instagram: londonmetfitness twitter: @LDNMetGym

Library Services and academic librarian support:

Holloway Learning Centre and Calcutta House Library
e: library@londonmet.ac.uk or alls@londonmet.ac.uk 020 7133 4444
student.londonmet.ac.uk/library/ facebook: @londonmetlib twitter:@londonmetlib
insta: librarylondonmet

Student money, advice and accommodation service:

Appointments via Student Hubs: Aldgate: 020 7133 7002 Holloway:
020 7133 7001

Or via bookings.qudini.com/booking-widget/storefinder/6W6EBZYNIL4

e: SMAA@londonmet.ac.uk londonmet.ac.uk/advice

For accommodation help see: londonmetstudentpad.co.uk/accommodation

Disability & Dyslexia advice and support:

Disability & Dyslexia Service (DDS) Book appointments via Student Hubs or online see below:

e: dds.studentservices@londonmet.ac.uk

t: 020 7133 2188

student.londonmet.ac.uk/life-at-london-met/health-and-wellbeing/disabilities-and-dyslexia-service-dds/

Jobs, careers, employability, skills and volunteering opportunities:

University Careers and Employability Service
Holloway Campus room TM1-33 & Moorgate MG3-10 or via Student Hub
e: careers@londonmet.ac.uk t: 0207 3202380
londonmet.ac.uk/careers facebook/twitter: @LondonMetCareer

International Students / Visa advice and support:

International Advice Service e: adviceinternational@londonmet.ac.uk t: 02071334186

International Visa Compliance e: visa.compliance@londonmet.ac.uk t: 02071334146
student.londonmet.ac.uk/international/international-advice/

Reporting estates issues: fixing stuff, spillages, blocked toilet, cleaning and maintenance:

e: ask@londonmet.ac.uk t: 02071332751 (internal x5555)

londonmet.ac.uk/services/estates_home/helpdesk

Wider feedback on premises, estates and estates management issues:

David McGhie Head of Estates Management e: d.mcghie@londonmet.ac.uk

Catering including allergy advice:

Holloway Campus TMG-54

e: catering@londonmet.ac.uk

t: 020 7133 2013

student.londonmet.ac.uk/life-at-london-met/social-and-recreational-activities/met-food-cafes-on-campus/

The Rocket (student bar and venue)

e: entertainment@londonmet.ac.uk

t: 0207 133 2765

Twitter & fb: @LondonMetEvents

student.londonmet.ac.uk/life-at-london-met/social-and-recreational-activities/student-social-events/

IT support:

Self Service IT portal: servicedesk.londonmet.ac.uk/sw/selfservice/ (included IT chat)

Forgotten passwords: <https://password.londonmet.ac.uk/FastPassClient/Default.aspx>

TechSmart IT help desks: Holloway and Aldgate Libraries 09.30-5.30pm Mon - Fri (term-time only)

London Met University switchboard:

t: 0207 133 4200



Non - London Met Services:

Emergency (Police, Fire, Ambulance): 999

Non-emergency Police: 101

Non-emergency NHS: 111

NUS (National Union of Students): 0845 5210262

Talk to FRANK (confidential drugs advice): 0300123 6600

Samaritans (if you have suicidal thoughts or just want to talk): 116 123

Did you know?

Free sanitary products (pads and tampons) and condoms/lube are available from the Students' Union offices!

Students' Union on Social Media

We love to see your pictures and hear your comments/feedback as a Student Rep.

[londonmetsu.org.uk/
studentreps](https://londonmetsu.org.uk/studentreps)



londonmetsu

Keep in touch!