DECISION MAKING

START HERE

ACTION

A student raises an issue with you

ACTION

Usually issues which affect just one student are not for a Student Rep to tackle. They generally are more to do with that individual's circumstances, rather than an a wider issue with the course. Consider signposting the student to another service using the signposting guide at the back of this handbook.

ACTION

It's a 'local issue' i.e. limited to your course and / or module.

Note down a summary of the issue, any evidence or feedback you have from others and what you think needs to be done to resolve it.

Then raise the issue yourself with your lecturer or module leader or if needed your course leader. Do this either in person or by email. Inform your Full-time Officer via the Student Rep Weblearn Organisation or by email/text. This is really important as the Full-time Officer needs to be aware of all live issues going on in the School.

QUESTION

Does the issue affect only the student who raised it?



NOT SURE NO

YES

ACTION

Inquire with other students on your course and/or other Student Reps to find out more information

QUESTION

Does the issue affect just one course or module?

NOT

SURE

NO

ACTION

Liaise with other students or Student Reps from different courses/modules our School and your Full-time Officer to find out. You can use the Student rep Weblearn Organisation for this.

ACTION

Report back to the student(s) who raised the issue in the first place and update them on what you have done. Keep them informed at all times even if it hasn't been resolved yet.

ACTION

If it appears to affect a number of students then it's more likely something a Student Rep should raise.

QUESTION

Do you feel that there is a genuine issue/problem here which needs to be raised?

NO

NO

ACTION

If it is a wider issue, it may affect a number of modules, courses, subject areas, whole Schools or even the whole University. Note down a summary of the issue, any evidence or feedback you have from others and what you think needs to be done to resolve it.

Then contact the Full-time Officer for your School who will know if the issue has already been raised. Usually the Full-time Officer will lead on wider issues as they have more time available than yourself. Decide with the Full-time Officer your next steps, which will probably involve raising the issue with the course leader, Head of Student Experience and other senior staff.

ACTION

REMEMBER

*If at any point you don't wish

to represent a particular student

this is fine, just tell them to go directly to the Course Leader or Full-time Officer.

This might well be the case. As a Student Rep you are not obliged to raise every (or indeed any*) issue you are told. You need to make a judgement call with regard to what you are told. A student may raise the issue of unfair marking of assessments with you. You need to be careful here as it is quite possible that they got a poor mark because it was a poor piece of work!

If you are not confident that the issue is genuine then advise the student who raised it that it is difficult for you to take it forward as there is little evidence to suggest it is widely and deeply felt. Advise them that if they still wish to raise the issue they should contact their course leader themselves.

QUESTION

Is the issue now resolved?

YES

ACTION

Great! Make sure you have told the students who raised it and other students on your course. Let other Reps and your full-time officer know by posting on the Student Rep Weblearn Organisation.

ACTION

Discuss with the Full-time Officer the reasons why it hasn't been resolved. Is the University able to resolve it? Could something be done at least to mitigate the effects of the issue? Post something on the Student Rep Weblearn Organisation, see if other Student Reps have any suggestions.

Liaise with your Full-time Officer and the wider Students' Union to decide if you wish to keep working on it and if so how we will escalate the issue e.g. by raising it with higher management and lobbying /campaigning.

······