

Student Representatives

Handbook for course leaders and academics working in partnership with students

2021-22

Your guide
to supporting
student voice at
London Met



London Met Students' Union



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Welcome

This handbook's purpose is to clarify how the Student Representative system works at London Met at present and to make sure academics are fully briefed with the same information and background we provide to Student Reps throughout the year.

This handbook has been refreshed for the new academic year to reflect the positive changes and improvements to both the university and the student union in relation to student voice. It is not exhaustive; however, we hope it provides a clear and concise rundown of how Reps work, and the roles and responsibilities of all stakeholders. London Met SU (LMSU), the schools and the wider University community work in partnership to facilitate student representation at London Met.

Feedback from our students and their Reps, dialogue between students, staff and other stakeholders, and a partnership approach contribute immensely to the ongoing development of the University and its mission statement. We believe that the quality of the education our students receive must be everyone's first priority. We cannot overstate how much we value the support and assistance that we get from course leaders and other teaching staff in terms of briefing your students on

Student Reps, facilitating the election of Reps, and the ongoing work you do to support student voice at course level across London Met. We are extremely grateful for all your assistance, and we appreciate how much academic staff have to cover during the two relatively short semesters that make up the academic year.

We hope that you will find this staff handbook useful and that it might answer some of the questions you may have. Having worked together to successfully navigate the last academic year, we are looking forward to the new academic year and how we can continue to grow our partnership working with academics and students at the university. This guide has been created in partnership by LMSU and AQD, to support all staff in their efforts to embed student voice throughout the University, especially at a module, course and school level. Please stay in touch and let us know if you have any questions. We look forward to working with you again both remotely and on campus when the time comes.



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London Met Students' Union (LMSU)

Who are the Students' Union?

The Students' Union are the voice of students at London Met as well as providing a wide range of activities, services and events to make sure that every single one of our members gets the most out of their time at London Met.

We are a democratic, student-led organisation, independent from the University and led by a team of student officers who have been elected by students. We are based at Holloway and Aldgate campuses and also operate remotely. All students are automatically members from the day they enroll with the University and can join our student groups, access our services and maybe even run for election for one of our leadership roles!

What do we do?

We are the representative body for students at London Met and are here to be the voice of all students. We lobby and campaign for positive change on the issues that matter to students. Our Full and Part-time Officers, Student Reps and Student Council members represent all the Schools and the four liberation groups - Women students, LBGTQ+ students, Disabled students and Black, Asian and Minority Ethnic students. We also facilitate student societies, sports teams and student media and provide an advice service that offers free, confidential and impartial advice, representation and casework to individual students on a range of University-related issues such as appeals, complaints and misconduct.

Our vision, mission and values

We are all about empowering students to make the most of their time at London Met and transform their lives for the better.

Our vision is a connected community in which all students, from any background, receive the highest quality and transformative experience possible.

Our values are being student-led, open, creative, kind, inclusive and ambitious

We're here for all students, no matter what your background, circumstances or interests - by listening to what students tell us, involving students in decisions and ensuring everything we do is driven by students, we strive to be a Students' Union that all students are proud to be a part of.

Student Reps

The primary function of the Students' Union is to represent our members' needs and interests effectively to the University and to the wider community. In doing this we aim to improve the student experience and transform students' lives. Student Reps have a crucial part to play in this and can make a real difference to the student experience of other students on their course, school and across London Met. They are the voice of the students they represent.

Academic Quality and Development (AQD)

AQD is the team within the University responsible for assuring standards of quality across the institution, as well as building a culture of quality enhancement.

AQD supports course teams to validate courses, among other key pieces of work. One of those pieces of work is embedding student voice throughout the University, and we work in partnership with LMSU and staff of the University to achieve this.

AQD sits within a wider team called Academic Quality and Student Administration. This encompasses the expansion of our team to include aspects of the student experience such as timetabling and student complaints.

The Quality Manual is a document you can refer to for all our Quality Enhancement (QE) processes, from validation of new courses to collaborative provision. The Quality Manual can be found here:

<https://www.londonmet.ac.uk/about/academic-quality-and-development/quality-manual/>



What is a Student Rep?

Reps are elected to represent their fellow students studying at that level on their course.

Liaising with their cohort, they identify and raise issues on behalf of their peers to course leaders and other relevant staff, and work together to find solutions. Reps work collaboratively with staff, and provide ongoing feedback from students on the course as to their experiences and their perspectives on a variety of elements of the course. Reps are a two-way channel of communication, between the student cohort and the school, University and Students' Union.

Student Reps are trained to appreciate the limitations of their role and to signpost students where appropriate to other sources of help such as LMSU's Advice Service, Student Services and the Student Offices. There is a signposting guide at the end of this document.

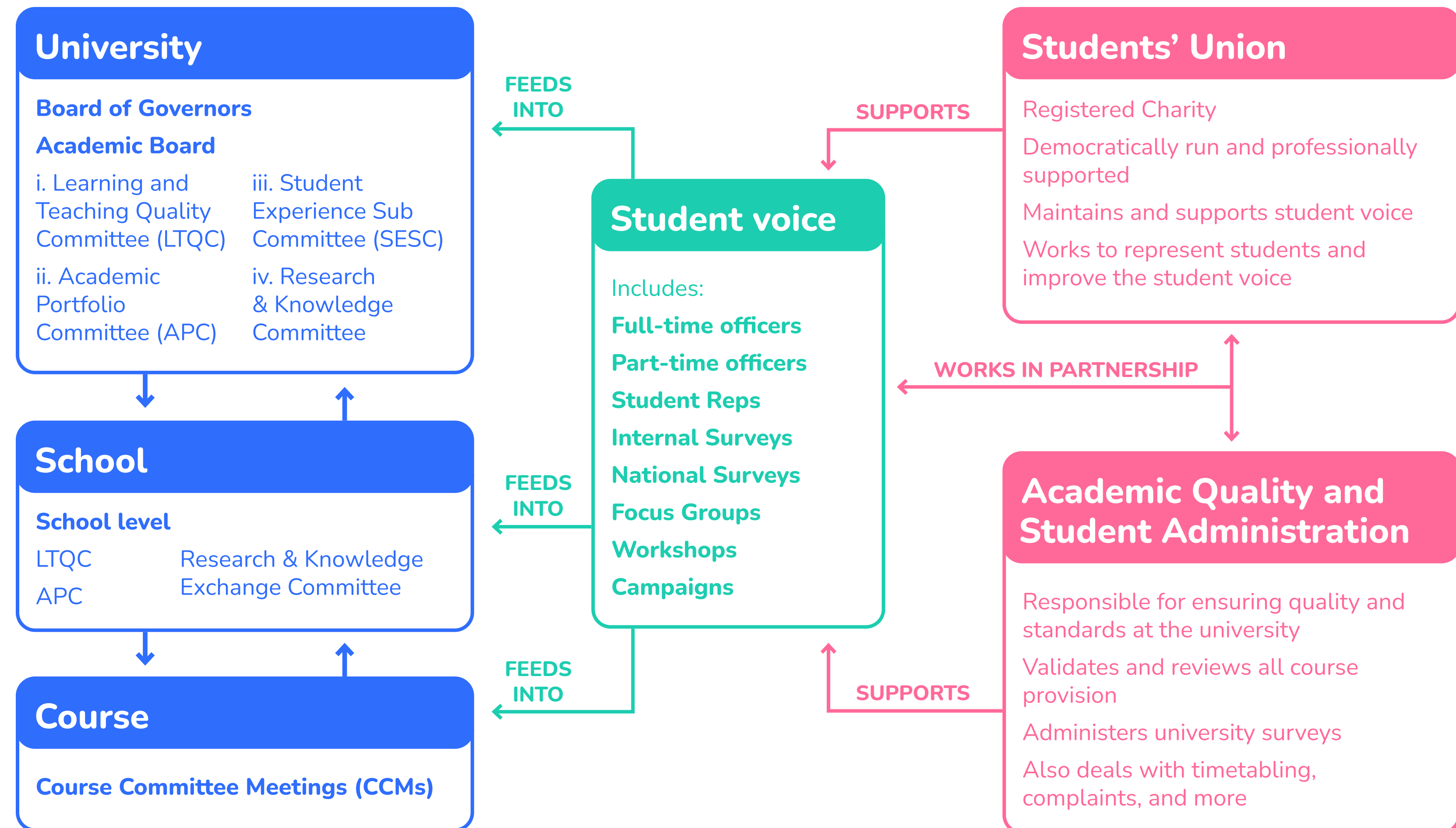
Student Reps are part of the wider student voice element within LMSU. Student voice is the thoughts, views and opinions of students on their educational journey and the wider student experience. It is their participation as equal partners in the decision-making process, and their empowerment to be active players in curricular and institutional change.

At London Met, Reps are key participants in student voice, as are our Full-time and Part-time Officers, Student Council members, and other student groups. Within a school, Student Reps may sit on LTC and RKE committees; centrally, they sit on the Academic Board and its subcommittees.

To read the full role-description for Student Reps please visit londonmet.ac.uk/studentreps

University Structure and Student Voice

Here is a diagram of the university structures that relate to the student experience and student voice. Student Reps are elected to represent students' views regarding their course, teaching, school and the wider University.



Students as partners: Full-time Officers, School Rep Assistants and Student Reps

LMSU has four Full-time Officers, often called Sabbatical Officers. Each one of them represents two schools, and are the primary contact points for Student Reps within those schools.

- Reps will go to their Full-time Officer for support and guidance
- Reps should keep the Full-time Officer informed of all issues and general themes of the feedback they provide teaching staff. Each Full-time
- Officers have a 'bird's eye view', enabling them to spot patterns and trends across their schools. We encourage Reps to copy their Full-time Officer or Student Rep Assistant into emails for this reason.
- Reps may wish to bring the Full-time Officer along to course committee meetings (CCMs) and other similar meetings. They are requested to inform course leaders if so.
- Full-time Officers should take the lead on raising any issues which are wider i.e. they affect a number or course or modules or on issues which the Rep, for whatever reason, may wish to not get involved in.
- Full-time Officers work closely with heads of student experience and heads of schools.
- Each school has a Part-time School Assistant. They are current students who work 5 hours a week to support student reps in each school.



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Student Rep support: School Rep Assistants

New for 2021 is our part time student staff, recruited to support Student Reps in each school. You can find their contact information to the right.

Student Reps will be made aware of the newly created School Rep Assistants, who along with the Full Time officers and Students' Union staff will work to support Reps throughout the academic year. The Student Rep Assistants replace the previous part time officers. Their job is to work with their appointed schools, the full time officers and Student Reps to support the student voice.

This will be day to day tasks like responding to emails but also attending, organising and facilitating meetings, such as the school forums. LMSU will work to support the Student Rep Assistants but we hope that key staff within schools will help build meaningful working relationships with these students as they will play a critical role in improving the student rep experience.

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Students' Union President

The Students' Union President is also a Full-time Officer but does not represent a school. They are the figurehead of LMSU.

Yasmeen works closely with their Full-time Officer colleagues and represents the student voice on key bodies such as the Academic Board and Board of Governors.

LMSU also has a team of part-time officers for each of our liberation campaigns (Women's, LGBTQ+, Disabled and Black, Asian and Minority Ethnic Students). Their contact details are available on LMSU's website: <https://www.londonmetsu.org.uk/about/team/>

Please do signpost your students to these officers if you think they may be of interest.

Yasmeen Bashir

Students' Union President

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Recruitment and election of Reps

In Academic Year 2020/21, in line with feedback from Reps and staff we worked with you to recruit Reps for AY 21/22 prior to the end of term. This resulted in 170 reps elected (around a 1/3rd of our usual total Reps) who are already in place for this academic year.

We still have the remaining Student Reps to recruit at the beginning of this semester, and we ask course leaders to facilitate the election of Student Reps for each level of their course(s) (that don't yet have a Rep), and to provide details of who is elected to LMSU via an online form which Eddie Rowley circulates.

We ask that this takes place within the first four weeks of teaching, and that the Reps' details are passed to us via the form by the latest Friday 22nd of October. We are aware that the start of the academic year is a very busy time and that this does not give students a very long time to decide who they may like to

represent them. In theory the focus of Rep recruitment for this year will be level 3 and 4 courses and closing any gaps at level 5/6/7 that were not appointed during the May 2021 recruitment drive.

However we do need to know who the Reps are as soon as possible so we can train and prepare them for autumn's Course Committee Meetings (CCMs).

Any Rep elected after this deadline will of course be accepted. However, late submission means they may miss autumn's Rep Training, which may mean they are less effective Reps, impacting the effectiveness of your CCMs.



Suggested timetable for the 2020/21 Rep election

Week Zero (W/c 20th Sep)

Course leaders mention Student Reps and the need for a Rep for each level of the course during the initial welcome/core module introduction sessions. Students are informed this will be further discussed next week.

Guidance on electing Reps for Semester Two starters will be circulated early in 2021, but will be similar to AY 2020/21

Weeks 1 and 2 (W/c 27th Sep and 4th Oct)

Course leader to formally introduce the role of Student Reps at a point when they have some time to discuss it in more length and when all students are present. Course leaders to circulate some reading material via Weblearn or email to potential Reps for them to read, namely the following:

- Recruitment leaflet
 - Recruitment presentation
 - Recruitment video
- (Video link will be provided)

All these will be posted here and circulated to course leaders via email:

<https://www.londonmetsu.org.uk/studentreps/>

Course leaders should verbalise the merits of stepping up to be a Student Rep as described later in this handbook. Cohort to be told on which day next week the Rep Election will take place so they know when they need to decide by.

This should happen during a core module session when all members of the course (at that level) are present.

Week 3 (W/c 11th Oct)

Course leader to convene the election of a Student Rep the level (of the course). Ideally one student to be elected for each level of the course. Course leaders may use their discretion if they feel more than one Rep is needed, e.g. because of the size of the course or two students have asked to share the role.

Then a vote should be taken for Student Reps; like any representatives it should be the democratic decision of the cohort

Course leaders enter contact details of elected Reps into the online form which Eddie will circulate via email.

Please provide all the information requested and please use the Reps' university email addresses rather than personal ones. Final deadline for all returns is Friday 22nd of October.

Encouraging students to step up

We appreciate that this isn't easy! However, we hope the below will help you to get some students interested and the position successfully filled. Here is a summary of background information useful for everyone to know:

General information

- Reps are elected to represent students' views regarding their course, teaching, school and the wider University.
- Reps identify and raise issues on behalf of their peers to course leaders and other relevant staff. They work collaboratively with staff throughout.
- Reps provide feedback from the student body and act as a communication channel between school and student.
- Reps support the dissemination and sharing of best practice across the University.
- Reps engage as much as possible in decision-making processes, and work with different areas of both LMSU and University to this end.
- Reps also signpost students to other sources of help and support they may need. A signposting guide can be found at the back of this handbook.
- A copy of the Student Rep Role Description can be found here: <https://docs.google.com/document/d/1a3K98T7rapa8fkPaDUcOxMZMEs6nxgz0x3bYvWnnHeU/edit?usp=sharing>

What are the time commitments of a Student Rep?

- Reps are expected to attend a training session at the start of the semester. This is a two-hour session which gives Reps all the basic tools they need to be successful. The training covers the role of a Rep, working with your cohort, identifying issues, raising issues and negotiating solutions, signposting and safeguarding.
- Since 2020 we have also offer advanced rep training, currently this covers Data, Leadership & EDI but we have plans to further expand our training and support in Academic Year 2021
- Reps are expected to attend Course Committee Meetings and school-wide meetings known as Student Rep Forums.
- As well as these above events, Reps are expected to liaise on an ad-hoc basis with their cohorts and provide feedback and raise any relevant issue with their teaching staff on an ongoing basis.
- Being an effective Rep is not a heavy time commitment. The role is limited and many of the issues Reps will encounter will be on questions outside their remit, where only simple signposting or referral is needed.

What are the benefits of becoming a Student Rep?

By becoming a Rep, you can:

- Directly improve the student experience on courses and teaching at London Met by working in partnership with us
- Make a difference and to help others
- Gain valuable experience which you will find useful in the future. It is something you may mention on your CV and when writing a job application form
- Develop transferable skills such as negotiation skills, problem-solving and building professional relationships in the workplace
- Learn about how higher education works in the UK, hold your institution to account, and scrutinise processes and decision-making
- Achieve our Student Rep Accreditation which means your efforts are formally acknowledged on your degree transcript when you graduate
- Apply for paid work which is offered to Student Reps such as sitting on course validation panels.
- Get involved in LMSU, meet new people and make new friends beyond your course cohort.
- Receive a Rep lanyard!
- Be nominated for Student Rep of the Year at our annual LMSU Awards Ceremony found at the back of this handbook.

Resources to help in the election of Student Reps:

As well as this staff guide, please look out for the following resources which will be emailed to you by Eddie Rowley before the start of welcome week:

- Student Rep recruitment leaflet
- Student Rep recruitment video
- Student Rep recruitment presentation

They will also be posted here: <https://www.londonmet.ac.uk/studentreps/>

Feel free to invite one of us!

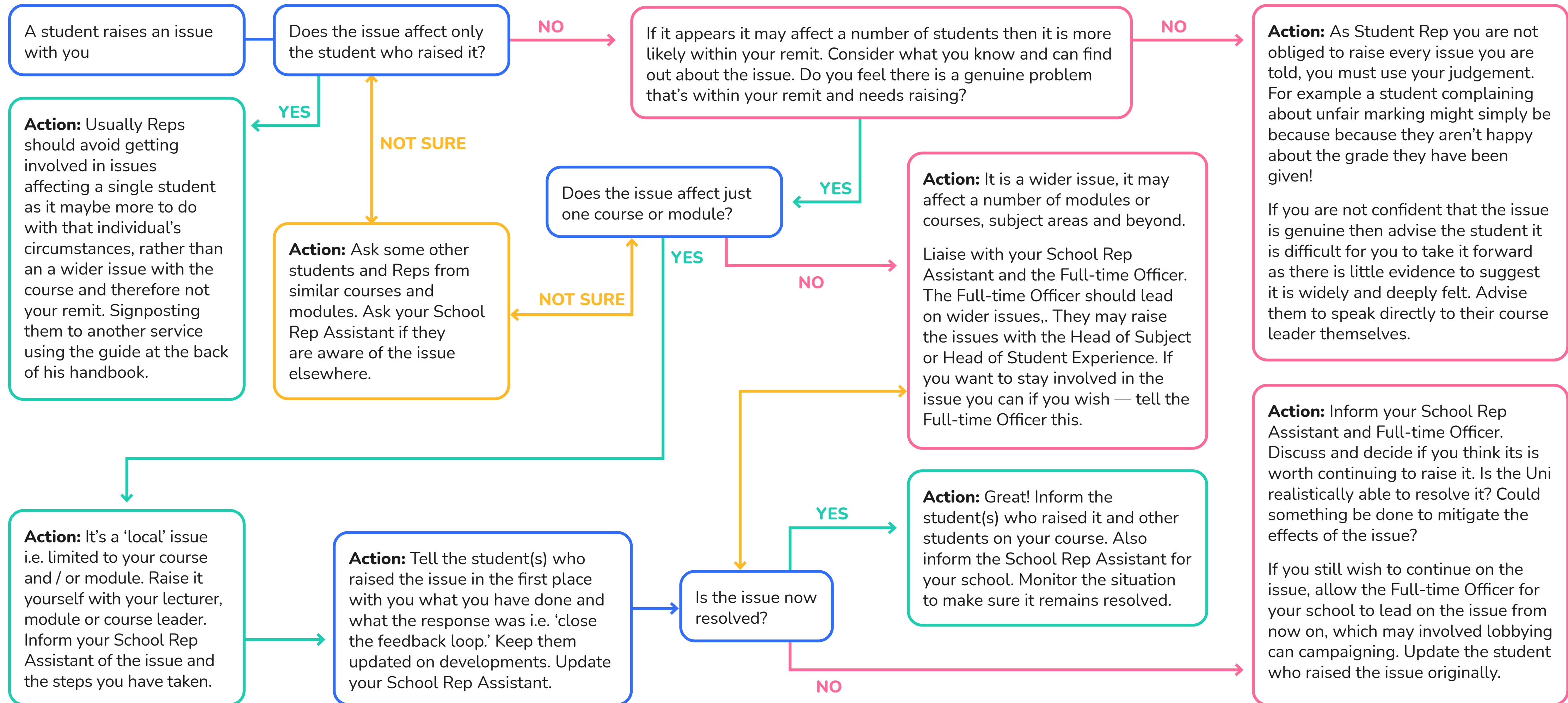
Also, feel free to invite one of us (the Full-time Officer for your school, Eddie Rowley or Conor Muray-Gauld) to speak to your cohort to encourage interest in becoming a Student Rep. Please invite us in good time and provide either the correct Collaborate link or room location. Once any invitation has been accepted, please then invite us via 'calendar invite.'

Student Reps and Course Leaders working together

The flowchart on the next page is the basis of the training we give Reps on how to work with their course leaders and other academic colleagues. We also advise them:

- Reps should remain professional and courteous at all times. No student or staff member should be mentioned by name in any public forum in a critical way.
- University resources, including staff, are finite. Sometimes resources have to be prioritised and that is the reality of the HE sector. Some issues cannot be realistically resolved; the emphasis should be working together to find ways to mitigate the impact any concern may have
- Reps are reminded of the limitations of their role and are always encouraged to signpost students to other services as and when required
- Reps should raise issues at the appropriate level: lecturer, module leader, and then course leader. Wider issues may need to be raised with the head of student experience, often in conjunction with LMSU's Full-time Officer for that school.
- The best (and indeed only way) to effectively raise and resolve issues is to raise them in dialogue with the appropriate staff member. The issue should be discussed in a constructive, mutually respectful and professional manner.
- We really encourage Reps and academic staff to build strong working relationships and ask both parties to be proactive in facilitating this and to suggest regular meetings and catch ups where dialogue and be best facilitated - often over a coffee (or a virtual one!)
- That the university is committed to greater partnership working and the values of the 'Student Partnership Agreement' should be reflected in how we work together to support student voice.

Decision making



Weblearn Organisation

The purpose of this organisation is to give Reps a central space and platform to communicate with each other, share ideas and work together.

It will also act as the main repository for training and other resources. Once Reps are elected, their details are passed to LMSU via an online form, and they are enrolled onto the Weblearn Organisation.

All Student Reps, regardless of school, will be enrolled into the same Organisation. However within it, there will be separate discussion groups for each school. Reps will be centrally enrolled onto the discussion groups for their school. The Weblearn Organisation is facilitated and maintained by LMSU including the newly appointed School Rep Assistant.

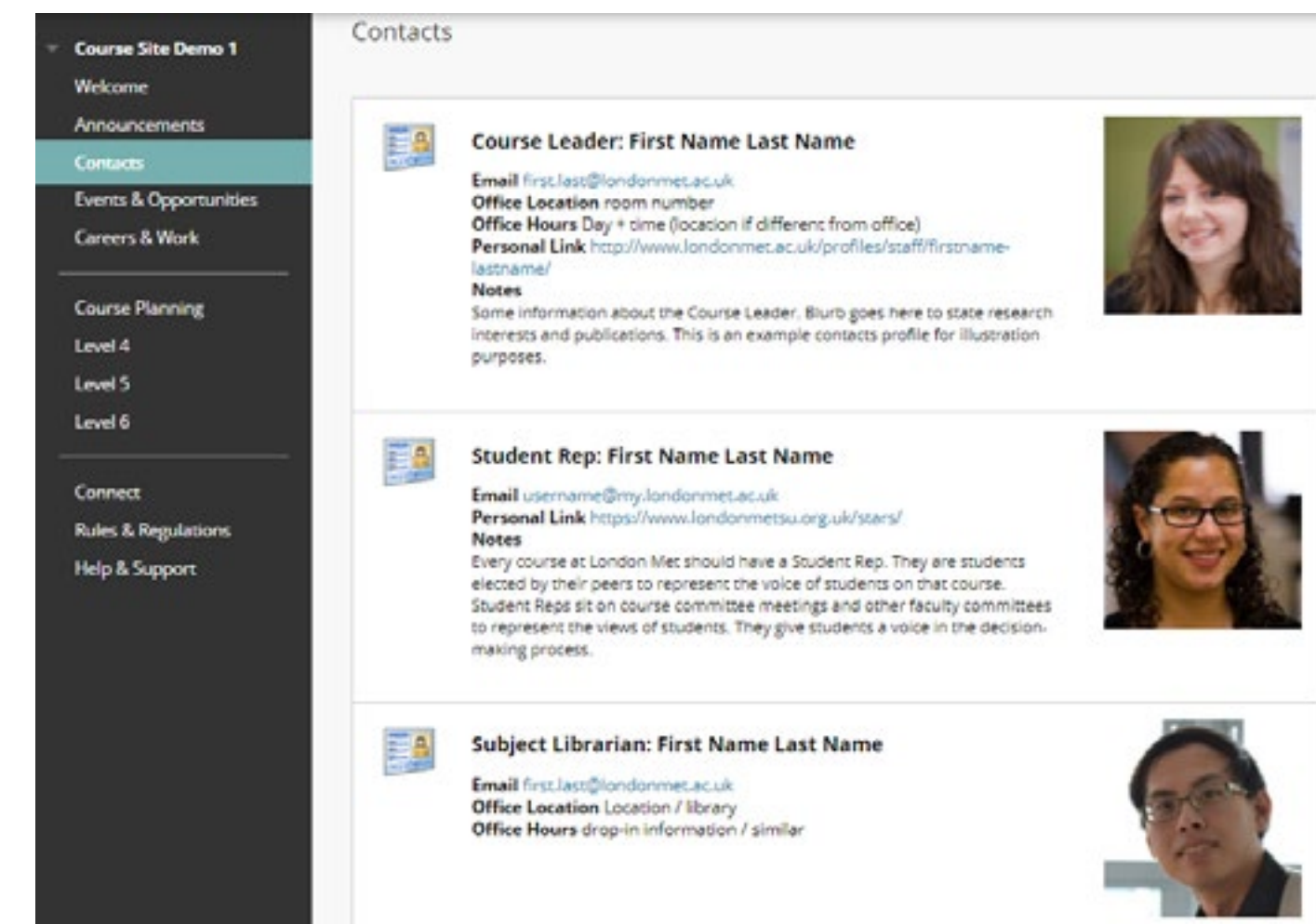
It is our hope that the Weblearn Organisation discussion groups will become a key method of communication between Reps and LMSU.

Weblearn Organisation: Course sites

Also on Weblearn is 'the course site' organisation which both students and academic staff will be familiar with.

We feel this is a much under-used facility and would like to ask course leaders for help for us all to make better use of it. On the course site, along with the course leader and academic liaison librarians, there is space for the Reps' photos and contact details.

Ideally we would like it to be possible for us to upload the Reps' details ourselves to this feature; however we have been told it is not technically possible to do this centrally. Therefore we rely on yourselves as the course leaders to do this. We encourage Reps to send their course leader information to go on here and will ask you to be proactive and liaise with your Reps to get their details on the course site.



Course Committee Meetings

Each school and course area organises CCMs slightly differently, Though in most cases they are organised with support and coordination from the school offices.

However, below are some key things we suggest to make those meetings useful and ensure the greatest likelihood of student participation.

- Send calendar invites to Reps as soon as the meeting time & location is agreed
- Ensure students are being sent any paperwork ahead of the meeting. Whether you are discussing your CEP, NSS results or even internal survey data, if you want students to contribute effectively they need to see the papers in advance. Reps won't have access to Box, so papers need to be shared with them directly
- After the meeting ensuring minutes are shared with the students (and all attendees) in a timely manner

If students can't make the CCM, because of a timetable or availability issue there are a few alternatives:

- Rearrange the meeting date to one that suits everybody- we understand this won't always be possible
- Speak with the Rep individually prior to the meeting to gather their feedback
- Invite the Rep to email their comments to the admin staff supporting the event to be noted in the minutes

Whilst we stress the importance to students of attending course and school meetings, this role is voluntary and sometimes it may not be possible for Reps to attend.

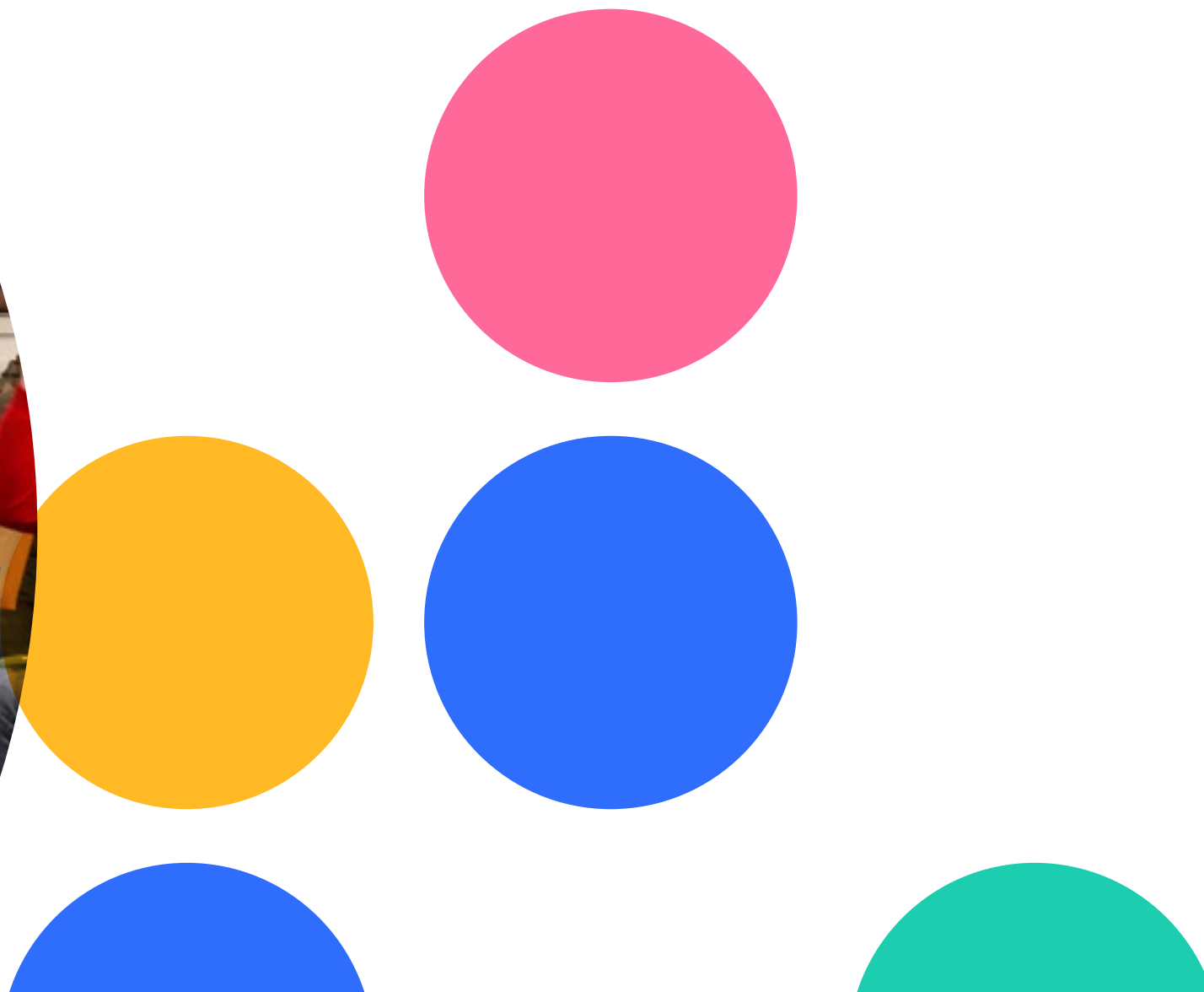
Being present is always the best option, but if that's not possible, any engagement with Reps is better than none.

School-Wide Meetings

The University and LMSU work together to run school-wide Rep meetings, also known as Student Rep Forums, once per term for each school.

These meetings are attended by key senior staff as well as School Rep Assistants, Reps and staff from courses within the school. The purpose of these meetings is to allow Reps to speak directly to SLT and discuss school-wide issues. It is also to look at thematic areas and have students and staff work to co-develop solutions.

For example, we might look at assessment and feedback, Learning and Teaching or how we can decolonise the curriculum ([https:// www.londonmet.ac.uk/news/ articles/decolonising-london-met/](https://www.londonmet.ac.uk/news/articles/decolonising-london-met/)).



Student Rep training

All Student Reps are required to attend new Rep or refresher training. We update our training yearly to reflect changes at the institution.

We hope to run a mix of physical and online training sessions in 2021-22 in line with guidance at the time. The training will prepare Student Reps for the year ahead and will give them 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 and other Student Rep Meetings with academic staff. Once these live sessions have taken place all the resources from the training as well as a recording of the training will be available to all via the Student Rep Weblearn site.

Training provision for our 'On demand' training will also be made available for those who can't make any of the live (online or physical) sessions.

The training has proved incredibly successful and we plan to continue to offer advanced training periodically throughout the year as part of our commitment to continuous professional development for student reps. We use feedback from our annual End of Year Rep Survey to inform the ongoing development of our advanced rep training programme to further the student experience. Over 81% of reps identified the training as preparing them appropriately for undertaking the role.

In 2020/21 we offered these advanced training options:

These training sessions proved incredibly popular with students and we plan to offer them again whilst also looking to expand our training provision to reflect student rep needs identified from feedback from last year's student rep cohort.

Leadership & Communication

Working With Data

Diversity & Inclusion

"The training was very good and really prepared me well for the role – thank you!"

Ali, School of Human Sciences

Giving effective feedback: The A.B.C.D.

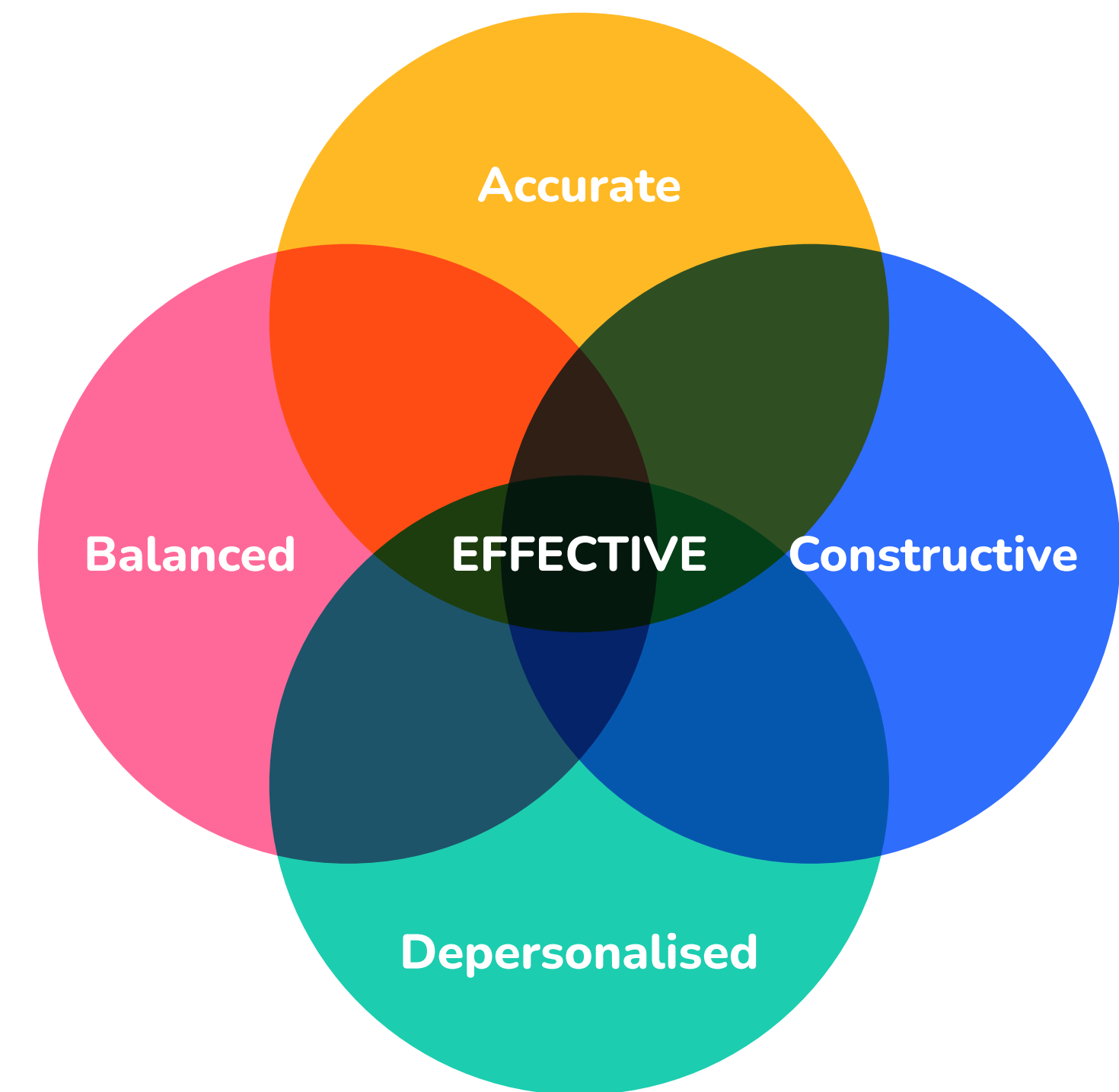
The A,B,C,D of Effective feedback is a tool we use in our training with reps to help give them the tools to give effective feedback. This can help facilitate more constructive feedback discussions between students and staff. You may wish to reference the ABCD of feedback when engaging with Student Reps.

Accurate: When we comment on the learning experience we should be specific, and provide evidence for what we're saying. Avoid sweeping generalisations or emotional language. Highlight specific issues or concerns in a factual way. Doing so shows you've taken your role seriously.

Balanced: We shouldn't only pass on negative comments to staff, even if that's what you see and hear from other students. Make sure not to be one-sided. Having a balanced perspective will help you work in partnership with staff to get things changed for the better.

Constructive: We're not just here to identify the problems, we're also here to help find a solution too. If we raise an issue, we should make a suggestion at the same time or ask for help in putting one together. Student Reps are expected to help facilitate solutions – not just to criticise. Being negative, or unbalanced, or inaccurate makes it harder for people to take what is being said seriously, even if it's valid.

Depersonalised: We shouldn't make personal comments on specific members of staff directly, talk instead about approaches to teaching and its impact on the student learning experience. Even if students are annoyed at a particular person, the likelihood is that pointing it out bluntly won't help to change things.



When we consider all 4 of these and base our feedback using this tool, we ensure effective feedback is being shared and that it can be acted upon.

Diagram concept and ABCD strategy courtesy of @sparqs_scotland

Unitu

In 2020 the University and Students' Union ran a small pilot using a 'student voice platform' called Unitu. It was in response to Student Reps asking for more tools to help them undertake their role.

The pilot was successful and we are looking to roll this out further. If your school is part of the Unitu Pilot for 2021 staff and Student Reps will be invited to a short training course to use the system, but it's very easy to use and has been successfully implemented at other universities.

You can find out more information about Unitu [here](#).

In short it will allow Student Reps to have safe access to communicate with all students in their cohort, share and gather feedback more easily, raise and close down issues with more transparency and engage with staff on key issues. Unitu also has the added benefit of bringing together Reps across multiple years of study across a subject area to create more support for all Reps.

We believe Unitu will be a resource that can help staff and students engage more effectively, and aid in a reduction in email traffic & increase transparency, accountability and effective communication as well as making it clearer how the feedback loop is being closed.



Student Council, Student and Officer Meetings

Student Council

The Student Council is the main representative body within the Students' Union (LMSU).

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. It meets at least four times a year.

Getting involved in the Student council is entirely optional for Student Reps. Some decide to, many don't.

Student and Officer Meetings

LMSU hosts monthly student and officer meetings, sometimes called student open meetings.

This is a chance for all students to engage with the Students' Union, ask questions, make comments and make suggestions.

See the Students' union website <https://www.londonmetsu.org.uk/> for more information. If you teach a student who wants to get involved in the Students' Union then encouraging them to attend a student officer meeting is a great starting point for them



Other information provided to Reps

NUS

The National Union of Students (NUS) provides excellent support for Student Reps (or Course Reps as they are sometimes called).



They also run a number of events specifically for Course Reps. Many of them are in London so why not pop along and find out more about NUS and the world of Course Reps!

[NUS Connect \(main NUS website\)](#)

Sparqs

Student Partnerships in Quality Scotland (sparqs) is an organisation that works across the UK and worldwide to improve student partnership and embed greater student voice in education.



They work with students, staff and even the NUS to gather best practice approaches to student partnership and they are seen as sector-leading and a great source of information.

You can find out more about them [here](#).

Accreditation

We offer an accreditation for our Student Reps.

Reps who contribute regularly by attending training, school-wide meetings and generally contributing well in their role are rewarded with accreditation. This takes the form of including their Rep role on their degree transcript. Other LMSU volunteers such as our media, sports and society activists can also achieve this accreditation.



Confidentiality and Safeguarding

If a student raises something with a Rep, then the Rep should not mention the name of the student when liaising with the academics unless permission has been granted to share it. This is particularly true in any public or semi-public forum such as a Student Rep meeting or on the Weblearn Organisation discussion group.

However we also advise that if a Rep has a concerns that a student might be at risk of harm due to something they have been told, it is very important that the Rep reports it in line with the University's safeguarding procedure <https://www.londonmet.ac.uk/about/policies/safeguarding/>.

Safeguarding may include concerns and incidents relating to children, vulnerable adults, radicalisation, violence against women, harassment, hate crime and abuse.

Change of circumstances

We make Student Reps aware that their role is voluntary and that if they feel they do not have the time to commit to the role then they do not have to.

We encourage students to 'job share' the role if they wish and that if they do not feel they can continue at all, to contact the course leader who we ask, with our support, to convene a fresh election to elect a new Rep.

Likewise, we are also aware that something difficult can come about where the course leader and/or cohort may not be happy with a Student Rep's performance. This might be a lack of engagement with the cohort, or non-attendance at events such as training and meetings.

Often, having a second Rep elected can help with this so a second voice is carrying out the duty who may be more engaged. Generally we find that these situations can be managed through dialogue with the Rep in question so we can work together to find a solution.

If this were to come about please contact Conor and Eddie and we will discuss it as a way forward.



Signposting

During their training, we make it clear to Reps that there are limitations to the role.

Often students may see the Rep as the go-to person for all manner of issues, such as academic help, help with an appeal or any other issue such as accommodation advice or emotional support. Clearly none of these are within the role's responsibilities. Therefore, we strongly emphasise the importance of recognising the limitations of the role and how to signpost students accordingly. We also advise around reporting practical problems to estates and ICS, and below is the signposting guide which we provide to Student Reps. It may also be helpful for staff members to reference:

Learning, teaching and academic support

Your lecturer, module leader, course leader or other member of teaching staff

See your weblearn for contact details:

student.londonmet.ac.uk/weblearn/

Help with approaching assessments, understanding requirements and issues across modules, accessing resources, structuring your arguments. 1-2-1 support sessions available:

Academic Mentors

student.londonmet.ac.uk/your-studies/study-resources/academic-mentors

Independent, confidential advice and individual support around alleged misconduct, mitigating circumstances, appeals, complaints and similar:

Students' Union - The Advice Service

suforms-londonmet-ac-uk.stackstaging.com/view.php?id=43626

theadviceservice.su@londonmet.ac.uk

londonmetsu.org.uk/adviceservice

Students' Union: Student voice: reps and democracy, student council, volunteering opportunities, liberation forums, societies, competitive sports teams, verve radio and magazine:

Students' Union Harglennis Building, Holloway Campus & CMG-20 Calcutta House, Aldgate Campus
londonmetsu.org.uk/
studentsunion@londonmet.ac.uk
02071334171
facebook/instagram/twitter: @londonmetsu

Help locating library books and resources from your reading lists:

Speak to a Library Assistants, Academic Librarian for your course (sometimes called Subject Librarian)
alls@londonmet.ac.uk If you feel a book need to be ordered then speak to your Course Leader
student.londonmet.ac.uk/library/subject-guides-and-research-support/a-z-subject-guides-and-librarians/

General library queries and library Services:

Holloway Learning Centre and Aldgate Library Services in Calcutta House
library@londonmet.ac.uk and specialcollections@londonmet.ac.uk for our Special Collections
student.londonmet.ac.uk/library/
facebook: @londonmetlibrary
twitter: @londonmetlib
insta: @librarylondonmet
020 7133 2100

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

University Counselling Service, TM1-33, Student Services, Holloway Campus
studentservices@londonmet.ac.uk
020 7133 2848
Please see webpages for details of opening times
student.londonmet.ac.uk/life-at-london-met/student-services/ / student.londonmet.ac.uk/life-at-london-met/wellbeing-at-london-met/counselling-and-personal-development/
Book pre counselling appointment: bookings.qudini.com/booking-widget/storefinder/KBAIY7V7DUE
twitter: @ss_counselling

Module change, enrolment issues, change course, hardship fund, submit mitigating circumstances forms etc:

School Office

For opening hours and on-campus location details please see website:

student.londonmet.ac.uk/school-offices/schooloffice@londonmet.ac.uk

School Office for School of Art, Architecture and Design: aad@londonmet.ac.uk; student.londonmet.ac.uk/school-offices/school-office-art-architecture-and-design

School Office for Guildhall School of Business and Law: gsbl@londonmet.ac.uk; student.londonmet.ac.uk/school-offices/school-office-guildhall-school-of-business-and-law

School Office for School of Computing and Digital Media: scdm@londonmet.ac.uk; student.londonmet.ac.uk/school-offices/school-office-computing-and-digital-media

School Office for School of Human Sciences: shsc@londonmet.ac.uk; student.londonmet.ac.uk/school-offices/school-offices-human-sciences

School Office for School of Social Sciences and Professions: sssp@londonmet.ac.uk
student.londonmet.ac.uk/school-offices/school-offices-social-professions
student.londonmet.ac.uk/school-offices/school-offices-social-sciences

Information and access to Success Coaches:

Peer Assisted Student Success (PASS Scheme)

student.londonmet.ac.uk/your-studies/study-resources/pass-scheme-peer-assisted-student-success/

Safeguarding info and reporting if you are concerned someone is a victim of abuse or a similar concern:

londonmet.ac.uk/about/policies/safeguarding/

LMSU safeguarding policy and procedure

londonmetsu.org.uk/about/ourpolicies/

Student financial, funding, bursary, accommodation advice and guidance:

Student Money, Accommodation, Advice Team

TM1-33, Holloway Campus

020 7133 2848

studentservices@londonmet.ac.uk

Full info including remote or on-campus service:

londonmet.ac.uk/advice

Disability & Dyslexia advice and support:

TM1-33 Student Services, Holloway Campus

studentservices@londonmet.ac.uk

020 7133 2848

Please see webpages for details of opening times

student.londonmet.ac.uk/life-at-london-met/student-services/

<https://student.londonmet.ac.uk/life-at-london-met/health-and-wellbeing/disabilities-and-dyslexia-service-dd>

Jobs, Careers, Employability, CVs, Interview skills, volunteering opportunities:

Careers and Employability Service

TM1-33, Holloway Campus

For all queries, please see londonmet.ac.uk/careers or email careers@londonmet.ac.uk

Book an appointments and view job opportunities: mycareer.londonmet.ac.uk

Attend any of our webinars: londonmet.ac.uk/careersevents

View our interactive careers portal resources: londonmet.careercentre.me/u/bs88xinc

facebook/twitter: @LondonMetCareer

Insta: @london_met_careers

Work-based learning opportunities (placements etc):

T2-20, Holloway Campus

For general advice and help finding work-based learning opportunities (placements etc)

wbl@londonmet.ac.uk

student.londonmet.ac.uk/jobs-and-employment/work-based-learning/

To book an appointment via: mycareer.londonmet.ac.uk

Want to start your own business, freelance work, enterprise, entrepreneurship:

The Accelerator

35 Kingsland Road, Shoreditch E2 8AA

studententerprise@londonmet.ac.uk

accelerator-london.com/students/

Via the website at accelerator-london.com/ask

Insta: @londonmetaccelerator

International Students / Visa advice and support:

International Advice Service

adviceinternational@londonmet.ac.uk

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

Fitness, gym and recreation

Main gym - Science Centre, Holloway, exercise room - Calcutta House

fitness@londonmet.ac.uk 02071333620

londonmet.ac.uk/sports

Facebook/twitter/insta: @LDNMetGym

Catering including allergy advice:

catering@londonmet.ac.uk

020 7133 2013

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

Twitter: @LDNMet_Estates

The Rocket (student bar and entertainment venue):

entertainment@londonmet.ac.uk

Twitter & fb: @LondonMetEvents

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

IT and media support:

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

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

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

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

ask@londonmet.ac.uk

0207 133 4211

Twitter: @LDNMet_Estates

<https://staff.londonmet.ac.uk/support-services/estates/>

Regulatory advice and guidance from University on misconduct, appeals, complaints:

Student Casework Office

conduct@londonmet.ac.uk

<https://student.londonmet.ac.uk/your-studies/student-administration/rules-and-regulations/student-conduct/>

Reporting information about health and safety:

Health and safety team

<https://staff.londonmet.ac.uk/employment-support/health-and-wellbeing/health-and-safety/>

hands@londonmet.ac.uk

Twitter: @LDNMet_Estates

London Met University Switchboard

0207 4230000

Keep in touch!

@londonmetsu



London Met Students' Union