

# Student Representative Handbook

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2021-22



London Met Students' Union





# Contents

|   |    |
|---|----|
| Welcome and Congratulations                 | 3  |
| London Met Students' Union                  | 5  |
| What is a Student Rep?                      | 6  |
| Who are my fellow Reps?                     | 7  |
| School Rep Assistants, Support & Training   | 8  |
| Volunteers & Volunteering Policy            | 15 |
| The ABCD of Effective Feedback              | 19 |
| Meetings to Attend                          | 22 |
| Decision-Making Flowchart                   | 25 |
| Student Partnership Agreement               | 26 |
| Academic Mentors, Careers and Employability | 29 |
| Centre for Equity and Inclusion             | 31 |
| Confidentiality, Safeguarding & Boundaries  | 32 |
| Signposting Guide                           | 34 |





# Welcome and Congratulations!

Hello and congratulations on your election as a Student Rep for your course! It's wonderful to have you on our team and I look forward to working with you.

Last year as the Women's Officer, I was focused on giving students who identified as women a voice at London Met. This year as President, I'm happy that I can work with you to give all students a say in what we do. My portfolio is Education and I have lots of ideas such as introducing a variety of assessments across all courses and making the curriculum more inclusive. I strongly believe that by working together, we can achieve this. I have seen the work and potential that Student Reps have and I have no doubt that you are the key to success in making an impact at London Met.

My team and I are here to support you in anything you need so don't hesitate to contact us. You can find our details on the Students Union website. I look forward to seeing you on campus and don't be afraid to come in and say hello! Congratulations once again and have a great year!

## YASMEEN BASHIR

Students' Union President  
[yasmeen.bashir@londonmet.ac.uk](mailto:yasmeen.bashir@londonmet.ac.uk)







Dear Student Reps, Welcome to your roles! I am very much looking forward to working with you over the next 12 months, helping you achieve your aims and helping you support our wonderful students.

We are fortunate to serve a diverse body of students; supporting them to achieve their very best is my number one priority. I take so much pleasure in seeing our students develop and change and go on to achieve wonderful things.

We work really hard in partnership and it is this three-way partnership that is the key to success, the partnership between the students, the SU and the University.

We have been working hard to ensure the student voice is heard in all decisions, we have a new student partnership agreement. As examples, students are involved in our committees where we make all of our key decisions, they are involved in recruiting senior staff, and they challenge us to influence new policies and ways of working. I've been particularly pleased to work with the SU and our students many key initiatives from tackling sexual harassment and misconduct to developing the mental health support we provide. Since I started working at the University, I've been working closely with the Students' Union and as a result, we have made some great progress. Let's take it to the next level this year!

# MARK ELLUL

Pro Vice-Chancellor Student Services



# Welcome to London Met Students' Union (LMSU)

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## Who are the Students' Union?

The Students' Union is 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 you 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. 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 you tell us, involving you 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. As a Student Rep, you have a crucial part to play in this and can make a real difference to the student experience of other students on your course, in your school and across London Met. You are the voice of the students you represent.



# 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. Part of being a Student Rep is also

about sharing best practice of what works well so that this can be recognised and extended to other relevant areas.

The various schools and professional services that make up the University are really keen to engage with students and to involve Student Reps as much as possible in the decision-making process and to work with them to ensure quality and standards are at the highest level. Some of the main responsibilities of the Student Rep role include the below:

To read the full role-description for Student Reps please visit [londonmetsu.org.uk/studentreps](https://londonmetsu.org.uk/studentreps)

Student Reps are also there to signpost students to other sources of help and support they may need. There is a guide to signposting at the back of this handbook. The rest of this handbook further explains the role.

Undertaking training for the role and asking for support if you need it

Making yourself available, and proactively gathering the views, concerns and opinions of students on your course

Attending and participating in your course committee meeting (CCM) and the School-wide meetings. Representing and acting in the best interests of students at both.

Feeding back to students following meetings and keeping them up to date on any other matters of interest

Carrying out your duties in accordance with the Students' Union volunteering policy, code of practice, University Health and Safety policy and other relevant policies.



# Who are my fellow reps?

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Once most Reps have been elected for the year in October 2021, a full list of Reps will be available [online](#).

Please note you will have to log-in to this page via your usual University username and password. Feel free to advise students of this. It is important that all students know how to identify and communicate with their Student Rep quickly and easily





# Student Rep support: School Rep Assistants

The School Rep Assistant for your school is your main contact point in the Students' Union. They are current London Met Students (and often current Students Reps) employed part-time by the Students' Union to support the Student Reps scheme.

They work with the Student Reps and staff in their School and meet regularly with elected officers and staff within the Students' Union.

Keep the School Rep Assistant for your School informed about what's going on, including any issues you are dealing with including updates and let them know progress and outcomes. Let them know if you are experiencing any difficulties or need any further training, support or practical help with your Student Rep role.

Please note the schools of Social Sciences and Social Professions are merging for 2021-22 academic year. Due to its size, two School Rep Assistants will be supporting it with separate email addresses. Please liaise with the correct one depending on which part of the school you are in. If in doubt contact both.

**Guildhall School  
of Business and Law**  
School Rep Assistant:  
schoolrepsGSBL@  
londonmet.ac.uk

**School of Art,  
Architecture and  
Design**  
School Rep Assistant  
schoolrepsAAD@  
londonmet.ac.uk

**School of Human  
Sciences**  
School Rep Assistant  
SchoolrepsSCHS@  
londonmet.ac.uk

**School of  
Computing and  
Digital Media**  
School Rep Assistant  
schoolrepsSCDM@  
londonmet.ac.uk

**School of Social  
Sciences**  
School Rep Assistant  
schoolrepsSCSS@  
londonmet.ac.uk

**School of Social  
Professions**  
School Rep Assistant  
schoolrepsSCSP@  
londonmet.ac.uk



# Student rep support: Full time Officers

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Each of the Schools at London Met has a Full-time Officer attached to it. Our team of Full-time Officers are current London Met students, or very recent graduates. They are students' primary representatives within the Students' Union and as the name suggests work on a full-time basis for a term of office of one year, with the possibility of re-election for a second year. Yasmeen Bashir, our President is also a Full-time Officer.




**Margarita  
Damai**  
(she/her)

Guildhall School of  
Business and Law &  
Human Sciences

 Margarita Damai

 @MargaritaDamai

 tsmdama1@  
londonmet.ac.uk

Hey! I am Margarita! Congratulations on your new role as a Student Rep. Being a Student Rep is a life-changing experience. You will develop amazing skills and will undoubtedly expand your network. A quick tip: Never hesitate to ask for help, and never give up. A quitter never wins and a winner will never quit.





**Precious  
Agho**  
(she/her)

School of Computing  
and Digital Media  
& School of Art,  
Architecture and  
Design

📷 @precious.agho

✉️ precious.agho@  
londonmet.ac.uk

I'm Precious, your Full-time Officer for the School of Computing and Digital Media & School of Art, Architecture and Design. As an officer in my second term I have understood that the community here at London Met is one that thrives on togetherness and that's why I look forward to working with our Student Reps this coming academic term. There is a lot to achieve and I look forward to not just working with you but meeting you all soon.



**Denise  
Morrison**  
(she/her)

School of Social  
Sciences and Social  
Professions

✉️ tsdmorr1@staff.  
londonmet.ac.uk

Hi, I am Denise Morrison (she/her), the Student Union Officer for the School of Social Sciences and Social Professions. I am super excited to have you guys on board with us in the Student Union. Working together as a team, I know we will achieve great things. I am very passionate about helping people and seeing people achieve their best. So, let's get all of you brilliant new reps started with the help and the support you need to be and to do the best in your new roles as student reps for your courses.



# Student rep support: Students' Union and University permanent staff

## Conor Murray-Gauld (he/him)

Student Engagement Manager,  
Academic Quality and Development, University

✉ c.murraygauld@londonmet.ac.uk



A welcome to all new and returning Student Reps, thank you so much for getting involved, we couldn't do this without you. My role within the University is to support & improve the student experience. I have a few different roles including managing the Student Panel Members who help us review new and current courses. I also run all the internal student surveys & feedback systems and I support the student union with student voice activity, part of that is the Student Reps project that is run jointly by the SU and University. We call ourselves 'Team Student Voice'

and as a rep you are by extension part of that team.

A big focus of my work is enhancing the University's commitment to having 'Students as Partners' and you'll read and hear about the 'Student Partnership Agreement' we've launched. In a previous role I worked in students' unions in Scotland so I've always been passionate about student voice and I can't wait to see the amazing things you will achieve in your time as a rep working collectively to make change.

## Eddie Rowley (he/him)

Student Voice Coordinator (Democracy and Representation), London Met Students' Union

✉ e.rowley@londonmet.ac.uk



Welcome all Student Reps! My name is Eddie, I work in the Students' Union and am part of the Student Rep Team. We facilitate student voice at London Met and specifically support and empower our fantastic and hard-working Student Reps. A huge thank you to you all for stepping up and becoming a Rep. Myself and the team will do all we can to support, train and empower you to get most out of this opportunity and be an effective representative of the students on your course.

I work closely with Course Leaders and other University based colleagues. I support our team of School Rep Assistants and work closely with the Student Voice Assistant. I also oversee the other democratic and representational functions of the Students' Union such as supporting and training our Part-time officers and Student Council members, supporting the Executive Committee, supporting our Student and Officer meetings and overseeing our elections.



# Course Leaders and Head of Student Experience

Course Leaders are the people who are responsible for your course as a whole. If you want to raise a course-specific issue, it is usually recommended to liaise with your lecturer first and then if needed the module leader as they are usually the best people to respond accordingly to your query. The course leader would then be the next person for you to liaise with.

If an issue you have needs to be escalated, or if it is a wider issue which is relevant across courses or subject areas, then your Head of Student Experience is the best person to go to. There is one per school, here are their details:

## **Guildhall School of Business and Law**

Jan Bamford

j.bamford@londonmet.ac.uk

## **School of Human Sciences (SCHS)**

Sheelagh Heugh

s.heugh@londonmet.ac.uk

## **School of Art, Architecture and Design (AAD)**

Emma Davenport

e.davenport@londonmet.ac.uk

## **School of Computing and Digital Media**

Elena Moschini

e.moschini@londonmet.ac.uk

## **School of Social Sciences and Professions (SSSP)**

Bian Tutt  
(Social Professions)

b.tutt@londonmet.ac.uk

## **School of Social Sciences and Professions (SSSP)**

Steven Curtis  
(Social Sciences)

s.curtis@londonmet.ac.uk



# Part-time Liberation Officers

The Students' Union supports four liberation campaigns. These exist to further the emancipation of groups otherwise often marginalised and discriminated against in wider society.

They are led by our four elected part-time liberation officers. Please encourage students who may be keen to get involved in the campaigns to get in touch with the relevant liberation officer:

**Nancy Barney, BAME Student Officer**  
bamestudentofficer@londonmet.ac.uk

**Rachel Eve Morgan, Disabled Student Officer**  
disabledstudentofficer@londonmet.ac.uk

**Jamie Sanna, LGBTQ Student Officer**  
lgbtqstudentofficer@londonmet.ac.uk

**Mim Hossain, Women's Student Officer**  
womenofficer@londonmet.ac.uk





# 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 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 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. Please see the Student Rep Year Calendar at the back of this handbook for dates of training for 2021-22 academic year.

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.

In 2020-21 we offered 3 new advanced rep training programs based on feedback from Student Reps these were:

**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



# Student Reps: Valued Students' Union Volunteers

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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. The Students' Union has a Volunteer Policy, which sets out in some detail our commitments to and provision for those who volunteer for us. Here are some of the key points to remember:

- All Students' Union volunteers including Student Reps will receive an induction and training specifically with regard to your role as a volunteer. Your Students Rep training will cover this.
- As volunteers, Student Reps have supervision and support from staff in the Students' Union. Your contact points in this regard are your School Rep Assistant and the Student Voice Coordinator (Representation and Democracy).
- Our volunteers are celebrated at our annual awards ceremony in the spring each year. They also have the opportunity to receive a certificate and mention on their degree transcripts at graduation of the volunteering efforts.
- We also provide trained volunteers with a tailored Students' Union lanyard as a thank you for your efforts as a volunteer. It can also help identify you as a Student Rep while on campus.
- We will be arranging frequent social events for our volunteers, which are a great opportunity for us to say thank you to you, for you to meet other students and have fun.
- We also hold an annual Rep Conference in June where you will have lots of opportunities to learn new and develop existing skills and to network with Reps and others.
- It is important that we monitor and evaluate our volunteering opportunities and that we provide opportunities for our volunteers to shape how they develop. Therefore we may ask for your feedback, comments and suggestions. This will typically be done through the End of Year Rep Survey.
- As volunteers you will be entitled to claim back any expenses which you may incur as part of your role. For example you can claim your travel costs if you need to travel between the University campuses as part of your role as a volunteer.



# Our volunteering policy

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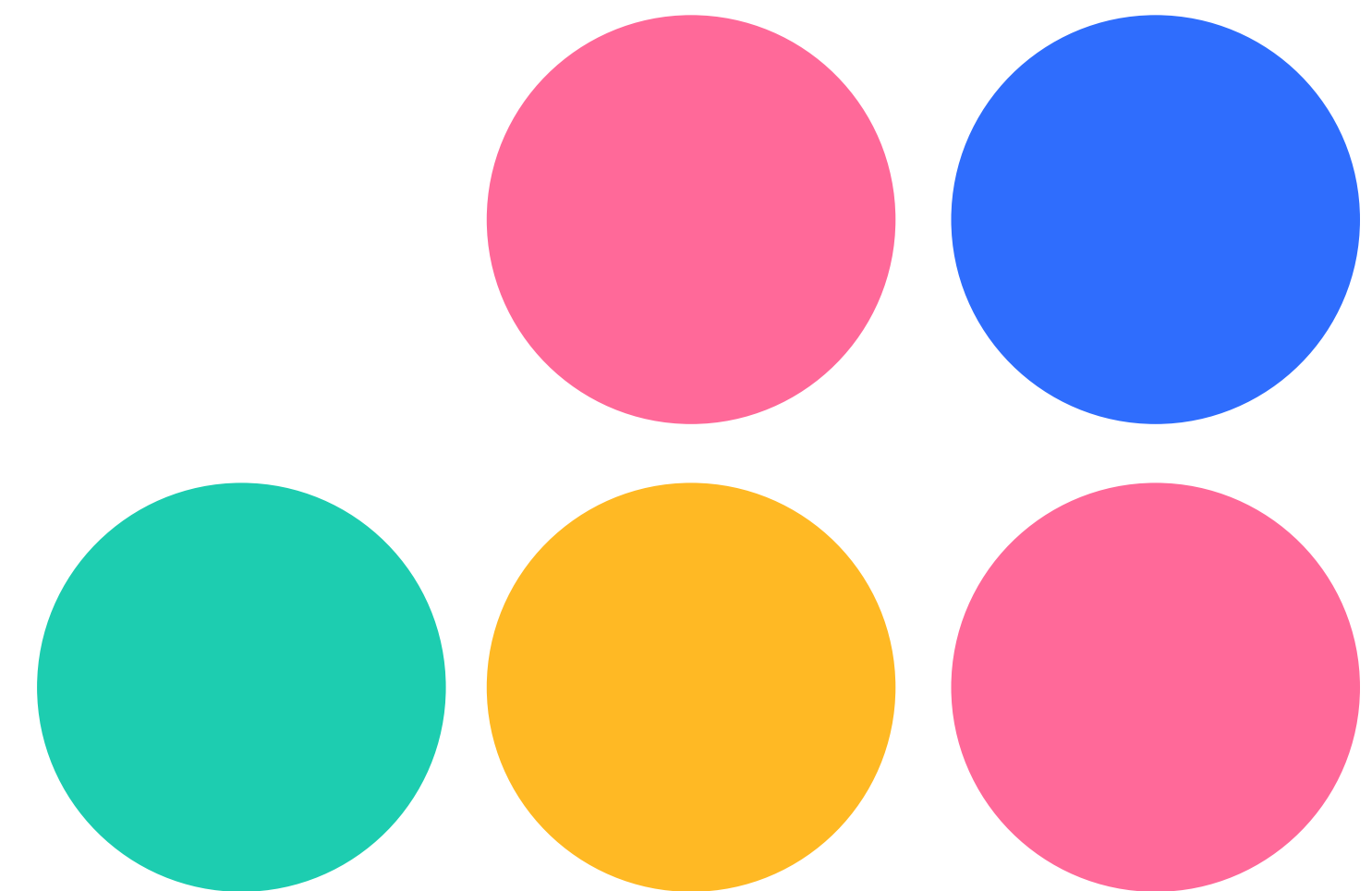
For further information on Students' Union volunteering and to read our Volunteer Policy please [click here](#). Please also read this in the context of the role description for Student Reps which states in some detail the role of a rep, the time-commitment, induction, training and support and your contact points within the Students' Union. To read the role description [click here](#).

The whole volunteering policy is relevant to Student Reps. Sections three and eleven are particularly important. Section three looks at the obligations and expectations the Students' Union and Student Reps have of each other, such as feeding back to your course mates and signposting student correctly or other services. Section eleven looks at how problems and concerns are dealt with. All aspects of the role description should be considered in the context of the obligations and expectations of the volunteering agreement outlined.

We will always give volunteers a chance to address any concerns we may have and provide all the support we can to make this happen. If we feel that you are not meeting our expectations, we are committed to resolving issues informally as far as is possible, but in some circumstances we may need you to address our concerns or be removed from your volunteer role. See section eleven of the [volunteering policy](#) for more information.

Being a Student Rep does involve a certain time commitment. We appreciate you are busy, that this is a voluntary role, that circumstances can change or you may just feel that the role is no longer for you. If you feel you can no longer continue in the role please let us know by informing your School Rep Assistant and also your Course Leader so that we can arrange for another student to take up the role. It is good practice for an organisation like a Students' Union to have a volunteering agreement like this and it exists for the benefit of all.

Volunteering as a Student Rep means your are expected to carry out all duties with due regard to LMSU policies designed to protect all from harassment, discrimination or any other prejudicial behaviour. Behaviours such as this should be counteracted, challenged and reported. You should also take reasonable care of health and safety of yourself, other people and resources whilst volunteering and to comply with the LMSU and University Health and Safety Policies, Codes of Practice and other similar policies.





# Organisational skills

Being a Student Rep is a great way to develop and use skills that will help you with both work and study in the future. Here are a few tips to help you be more effective in your role as a Student Rep:

- Set SMART (specific, measurable, achievable, realistic and time-bound) goals for what you want to achieve as a Student Rep and plan out how you will achieve them
- Make good use of your time by organising and prioritising your tasks according to how important and urgent they are and when they need to be done by - tools such as an eisenhower matrix, to do lists, calendar reminders, wall charts, post-its or index cards can all help here
- Make and regularly update your 'to do' list, ticking off completed tasks helps you see your progress
- Do one thing at a time and avoid distractions — focus on one thing at a time so that you can fully concentrate on the task at hand. Once you have completed one task, only then move on to another. Distractions happen and it's hard to avoid them but you can try to minimise them by being aware of what distracts you and taking action to try and prevent them from arising
- Look after yourself — take regular exercise, drink plenty of water and do your best to get enough sleep — people who feel healthy and happy usually find it easier to accomplish their work





# Getting feedback and gathering data

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A key part of your role as a Rep once you've been trained is speaking to your classmates. The more people you can liaise with, the more you can represent the class as a whole. With some issues you may just be representing a small group of students with a specific problem. Remember to gather positive feedback as well as on what needs to be improved and ensure that's is communicated back to staff.

## **Tips for Gathering Student Feedback:**

- Once you've introduced yourself to the class and have let people know who you are and how to contact you
- Remember to make sure you speak to all the seminar groups you represent for a course, not just your own
- Speaking in a lecture or tutorial is a good way to inform students of up and coming meetings and seek their views All you have to do is speak to your lecturer or tutor and ask for a few minutes (preferably before the end of class)
- Send an email to your class with updates and questions by asking your course leader to send it out on your behalf
- Communicate through social media, such as posting a poll in a Facebook group/Whatsapp group and messaging students, running a short survey through free tools like Google and Survey Monkey
- Run activities in your classroom, such as asking students to write feedback on post it notes during a class, or passing a sheet around with a question for students to vote or write feedback on
- Use online tools such as your web learn discussion boards to post questions, provide updates or get feedback
- Communicating with other Reps is a way of finding out what issues are going on around the university. You can use the Student Reps weblearn page for this too as well as come along to the larger Rep meetings the Students' Union and University run



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

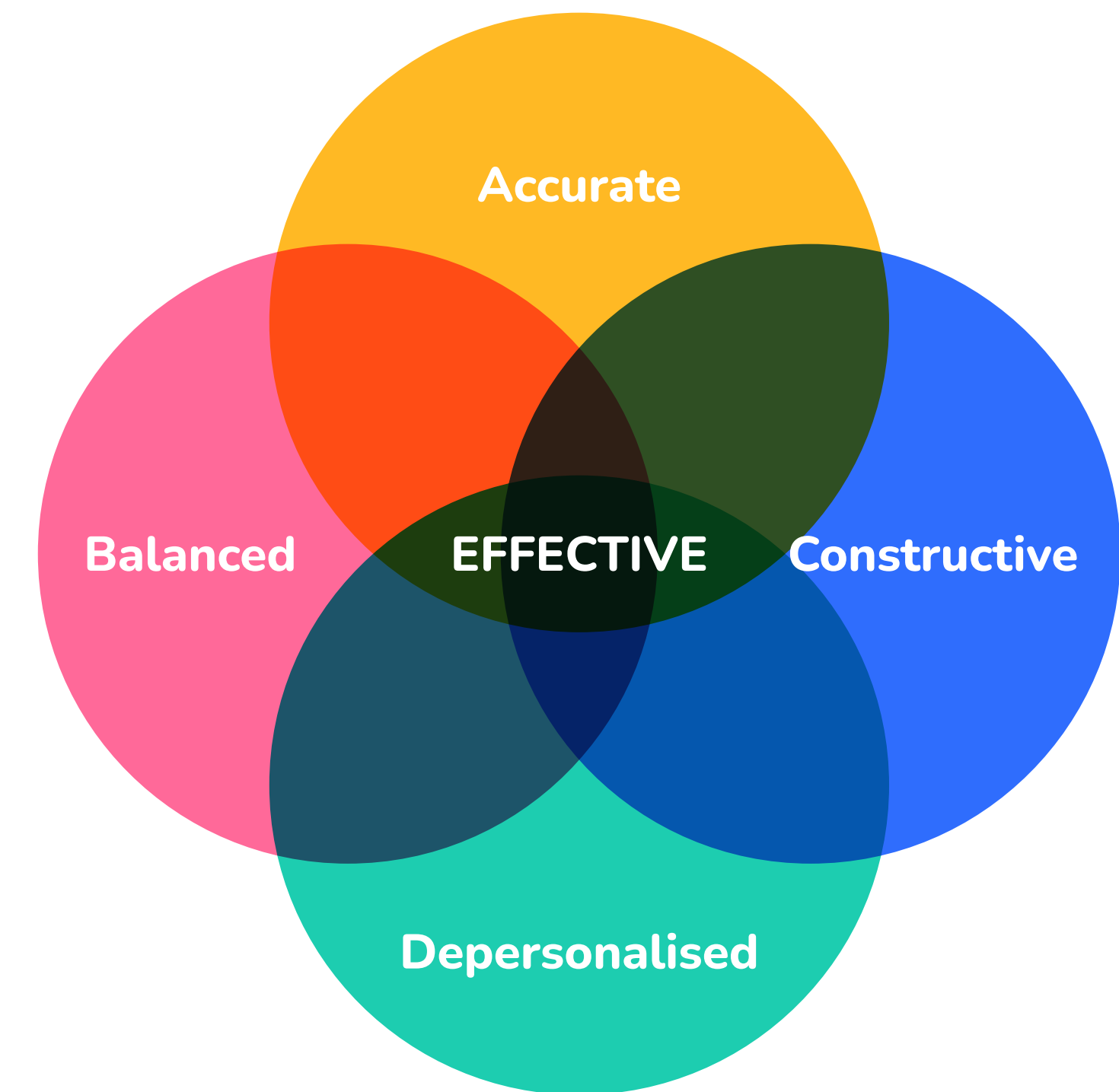
The A,B,C,D of effective feedback is a simple but effective tool for you as a Rep to reference when thinking about giving feedback. Before you hit send on an email, speak up in a meeting, or complete a survey. Have you considered if your feedback is:

**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

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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 you 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.



THE STUDENT  
VOICE PLATFORM



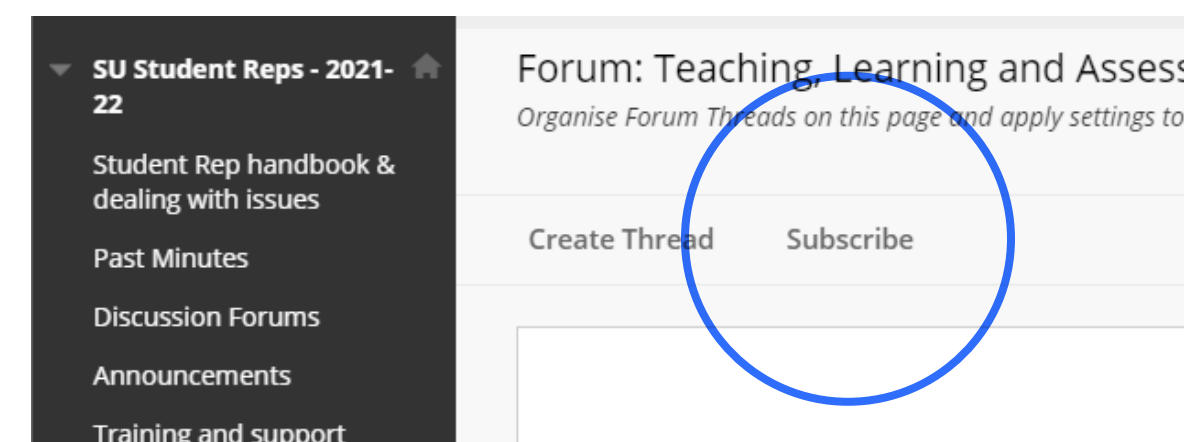
# Weblearn Organisation

Student Reps have their own Organisation (or module) on Weblearn. The purpose of this organisation is to give Student Reps a central space and platform to communicate with each other, share ideas and collaborate together.

It will also act as the main repository for minutes of meetings, training and other resources. Once you have been elected Student Rep for your course you will shortly be centrally enrolled into the Weblearn Organisation, which will be called 'Student Reps 2021-22'

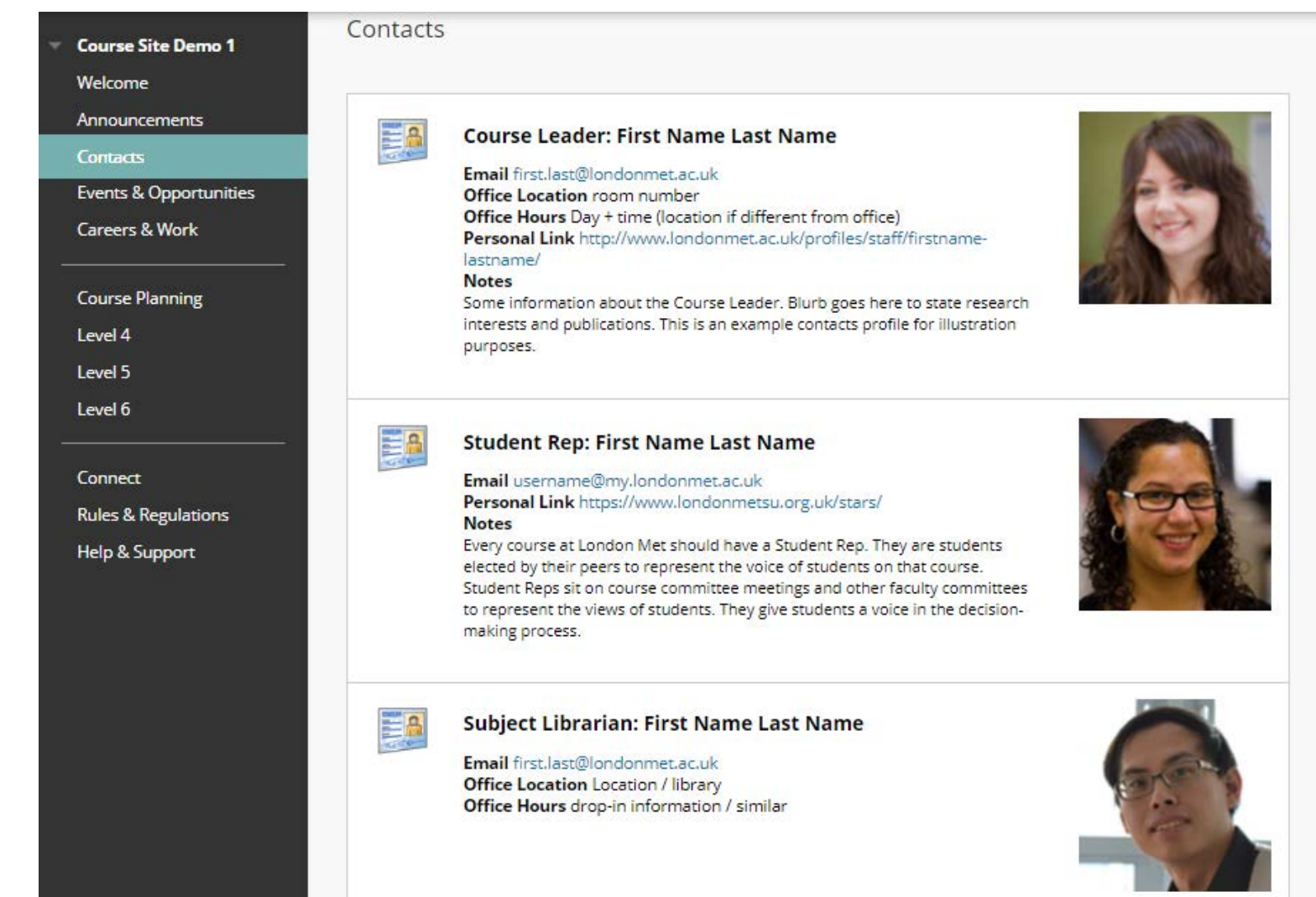
Within the organisation, there is a discussion board which Reps can use to communicate with fellow Reps and also with the Students' Union, primarily through our team of School Rep Assistants. There is a discussion forum for all Reps. You will also be enrolled on to a 'group' for your school for school-specific resources and discussion.

'Subscribing' means you will receive notification emails letting you know someone has made a post or that someone has replied to a post you have made. Please do subscribe to the forums/thread (see below image) so you are up-to-date with the discussions and can see when someone may reply to your post - to subscribe, within each Forum, click on the 'Subscribe' button:



Also on Weblearn you should be familiar with the Course Site Organisation where you could go for information on the course as a whole. There is also space for the name, photo, contact email and short paragraph about you, the Student Rep. Please send this information to your course leader and ask them to add your details to the course site. You could also ask them to add a link in this space, for example to the Students' Union website.

Any questions about the Weblearn Organisation, please contact the School Rep Assistant for your school.





# Meetings to attend: Course Committee Meeting

Course Committee Meetings (CCMs) 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. They are mandatory for Student Reps to attend, i.e. you must attend.

- 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 to 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 and to share any best practice. 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.
- The CCMs are supported by admin staff from the school offices, they should be taking the minutes and actions, they should also be sharing those minutes with everyone who was invited (even if you couldn't attend) make sure you get a copy emailed to yourself when they are available as well as any other documents that were shared with attendees.
- 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

coursemates so they know what was said and any actions or outcomes of the meeting.

- Every course has a Course Enhancement Plan (CEP) which course teams use to prioritise their plans for the year and improve the course. Feedback from the CCM will shape this document and be seen by senior staff.
- 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.





# Meetings to attend: Student Rep School-Wide Meetings

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The University and the Students' Union work together to run school-wide Rep meetings once per semester for each school. These meetings are attended by key senior staff as well as Student Reps and staff from courses within a given school.

The purpose of these meetings is to discuss school-wide issues and also 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 the work on Education for Social Justice. In 2021-22 these will be a fantastic opportunity for you to find out what is going on within your school and also ask questions. They are mandatory for Student Reps to attend, i.e. you must attend unless you have a class.

To summarise Course Committee Meetings (CCMs) is where the nitty-gritty issues affecting your courses are raised, whereas the School-wide meetings are focussed on bringing Reps and staff together to discuss school and University-wide issues and share best practice on what is working well.





# Meetings to attend: 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 discusses and debates student and University issues and other issues close to the hearts of students. It holds the elected officers, or the 'executive' to account and helps them plan their work. More information on the Student Council and advice on how Reps can get involved will be circulated to all Reps in October 2021. Getting involved Student Council is optional for Student reps.

For more information on the Student Council, click [here](#)

## Student and Officer Meetings

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

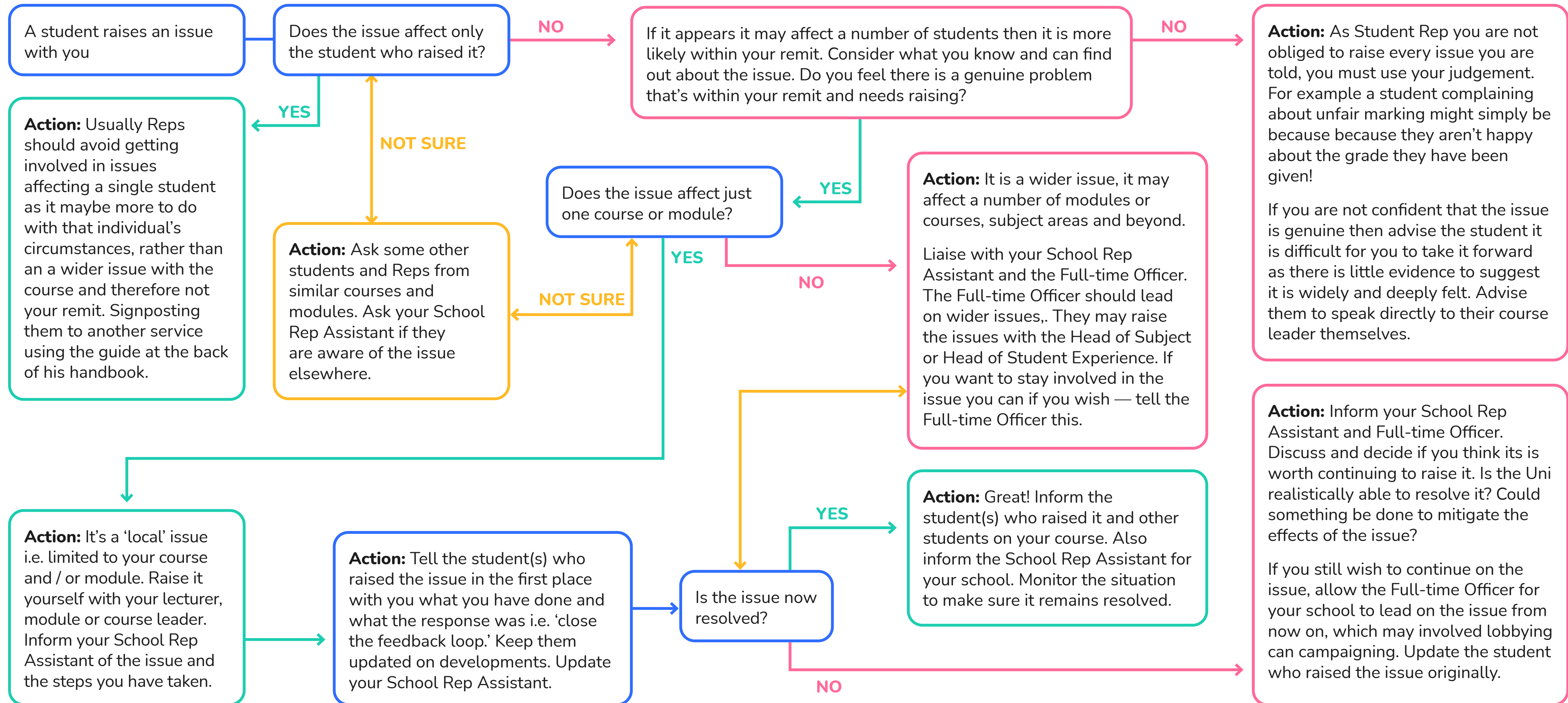
This is a chance for all students to meet the Full-time Officers, find out what your Students' Union has been up to and for us to hear your comments, suggestions and questions. They are usually held on the last Thursday of the month - please see the timetable of events at the back of this handbook. Getting involved in Student and Officer Meetings is optional for Student reps.

For more information on the Student and Officer Meetings, click [here](#)





# Decision making





# Student partnership agreement

In 2020 the Students' Union and University worked together to engage staff and students on formalising a partnership approach.

This led to the creation of a 'Student Partnership Agreement' (SPA). This document gives us a shared language and values when we talk about working together to improve the student experience. It will be a useful tool to help Student Reps engage with staff and it aims to create more opportunity for co-creation to solutions that enhance the student experience. You can find more information about SPA [here](#).

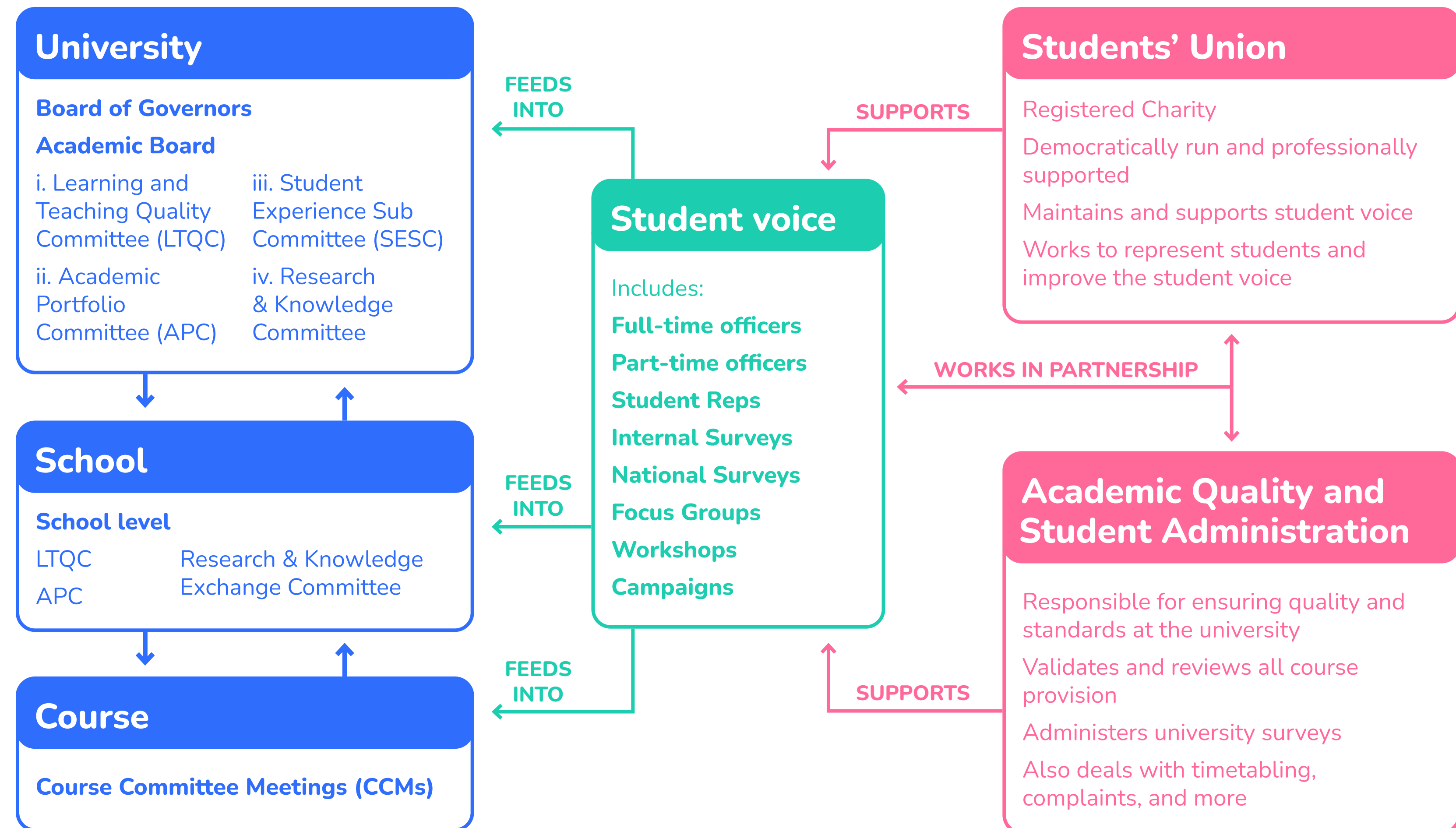




# University Structure and Student Voice

Here is a diagram highlighting the university structures that relate to the student experience and student voice, committees, surveys and how they feed into each other.

It's not exhaustive, but it should hopefully give you an overview of where Student Reps and wider student voice fit into the bigger picture. As you can see, it's supercritical we have students involved at every level. London Met prides itself on having developed a 'Students as Partners' approach to working with students.





# NUS

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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

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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](#).



# Study skills: Academic mentors

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Each school has Academic Mentors. Their job is to assist students with their academic skills and development.

For example, helping students think about how they approach assessment, plan their work, gain clarity about the requirements needed to succeed in each module, accessing resources, and structuring arguments. Students can have 1-2-1 support sessions by appointment. You may want to sign-post students to their Academic Mentors if required.

Dr. Cecilia Oyugi  
Academic Mentor for  
Computer Science and  
Applied Computing  
School of Computing  
and Digital Media





# Careers and Employability service

The Careers and Employability Service are available to help students and recent graduates develop the knowledge, skills and experience they need to become confident about making informed decisions, enabling them to build a rewarding career.

They offer remote and in person appointments to undergraduate, postgraduate and research students, job and volunteering opportunities and webinars on a variety of topics such as career planning, CV and application support, navigating assessment centres, interview skills and other online events. There is a careers portal available with useful tools such as a CV and cover letter builder, CV360 which gives instant feedback on your uploaded CV, an interview simulator, psychometric and aptitude tests, employer videos and so much more.

Book an appointment and view job opportunities:  
[www.mycareer.londonmet.ac.uk](http://www.mycareer.londonmet.ac.uk)

View their interactive careers portal resources:  
<https://londonmet.careercentre.me/u/zguipzga>

Attend any of their webinars  
<https://rb.gy/e1sdjq>

For all queries, please see  
[www.londonmet.ac.uk/careers](http://www.londonmet.ac.uk/careers)  
or email [careers@londonmet.ac.uk](mailto:careers@londonmet.ac.uk)





# Centre for Equity and Inclusion

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The Centre for Equity and Inclusion sits at the heart of London Met as the ideological driving force behind its pedagogy, the student experience and workplace culture. It is the catalyst through which we actualise our commitment to social justice.

The Centre seeks to draw out the University's greatest features, building on existing strengths and celebrating best practice. It aims to create conditions that give students and staff the opportunity to unlock their full potential whilst building a cohesive and harmonious community united by the pursuit of excellence in social justice.

Currently the centre is working on the curriculum consultants, consent workshops, inclusive behaviours training for all members of staff and a number of other projects.

To find out more about the centre check out our [website](#), [twitter](#) and [instagram](#) and you can email us [equity@londonmet.ac.uk](mailto:equity@londonmet.ac.uk).

Dr. Zainab Khan

Pro Vice-Chancellor  
(Teaching and Learning)

Director of Centre for Equity and Inclusion





# Confidentiality and Safeguarding

Confidentiality is very important in your role as a Student Rep. If a student raises a personal 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. The only exception to this is where there is a cause for concern involving a child, young person or adult at risk. You must also not mention people by name in a public forum, including online or on the Weblearn Organisation.

If you are worried that a student might be at risk of harm, it is very important that you report it using the University's safeguarding reporting tool, which can be found on their safeguarding webpage at: <https://www.londonmet.ac.uk/about/policies/safeguarding/>

Safeguarding reports may relate to children, adults at risk, radicalisation, violence against women, harassment, hate crime and abuse.

Please note that if you are concerned that there is an imminent risk of danger or harm, contact the emergency services by calling 999 and/or University security teams on 3333 (6666 at Aldgate) before also reporting your concern using the reporting form linked to above.

For information about LMSU's safeguarding policy and procedure click [here](#)

## Boundaries

In your role as a Student Rep it is important to remember professional boundaries. When carrying out your duties, remember you have your Student Rep 'hat' on.' During that time you should be aware of both the scope and limitations of your role. Do not discuss what another student tells you with others unless they have given you permission. Or mention it using their name. Do not perform additional favours for students outside your remit. Keep student contact details they may share with you separate than your own personal contact list and in line with data protection requirements. Always use your London Met email address for correspondence and do not share your personal mobile phone number.

## GDPR

The General Data Protection Regulation (GDPR) is wide-ranging legislation centred around data privacy. As a student Rep you should be familiar

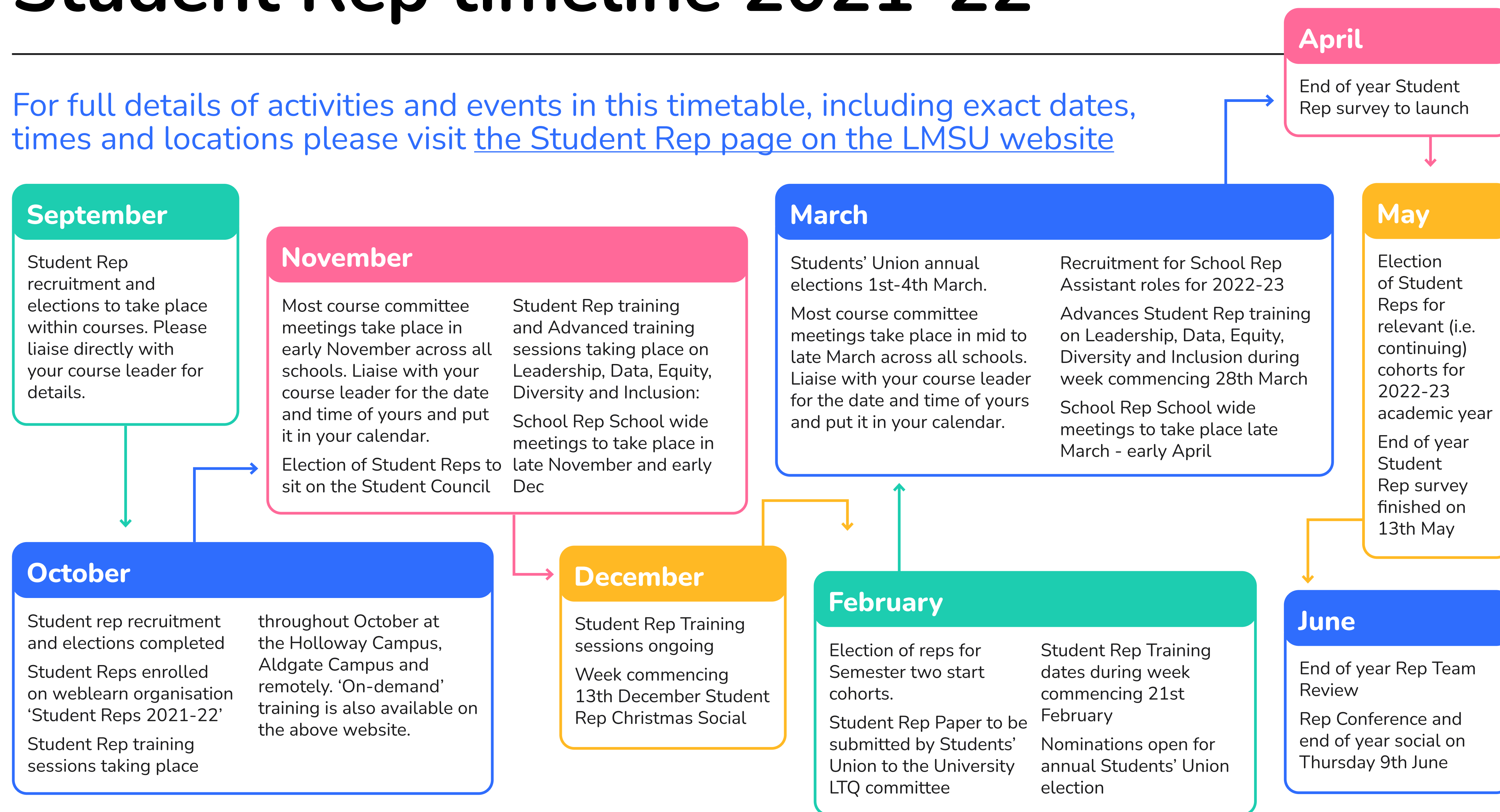
with its general principles. A key principle is that you must not share personal information (for example a non-London Met email address) with clothes without the explicit permission of the person who's personal details it is. More information on this will be covered in the Student rep training. If you have any questions around this please contact your School rep Assistant.

For information about LMSU's data protection policies click [here](#)



# Student Rep timeline 2021-22

For full details of activities and events in this timetable, including exact dates, times and locations please visit [the Student Rep page on the LMSU website](#)





# Signposting guide

Quite often a student will present you with an issue or query that is outside your remit as a Student Rep. This could for example be an individual advice or welfare issue. When this occurs you must not try to deal with the issue yourself but instead should 'signpost' the student to the relevant source of assistance and explain the reason for this.

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, time-tabling or other academic or related issues. Remember though, you are not there to teach students or support their academic development, to help with academic appeals, personal problems, accommodation issues or anything else of that nature. You aren't trained or qualified to do so.

Please 'signpost' students to the correct source of support by using the below guide. Please note if all or part of the university is operating remotely, the phone numbers may not be in use.

## 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/](http://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](http://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](http://suforms-londonmet-ac-uk.stackstaging.com/view.php?id=43626)

[theadviceservice.su@londonmet.ac.uk](mailto:theadviceservice.su@londonmet.ac.uk)

[londonmetsu.org.uk/advice/service](http://londonmetsu.org.uk/advice/service)



**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/](http://londonmetsu.org.uk/)  
[studentsunion@londonmet.ac.uk](mailto: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](mailto: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/](http://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](mailto:library@londonmet.ac.uk) and [specialcollections@londonmet.ac.uk](mailto:specialcollections@londonmet.ac.uk) for our Special Collections

[student.londonmet.ac.uk/library/](http://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](mailto: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/](http://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/](http://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](https://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/](http://student.londonmet.ac.uk/school-offices/)

[schooloffice@londonmet.ac.uk](mailto:schooloffice@londonmet.ac.uk)

**School Office for School of Art, Architecture and Design:** [aad@londonmet.ac.uk](mailto:aad@londonmet.ac.uk); [student.londonmet.ac.uk/school-offices/school-office-art-architecture-and-design](http://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](mailto:gsbl@londonmet.ac.uk); [student.londonmet.ac.uk/school-offices/school-office-guildhall-school-of-business-and-law](http://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](mailto:scdm@londonmet.ac.uk); [student.londonmet.ac.uk/school-offices/school-office-computing-and-digital-media](http://student.londonmet.ac.uk/school-offices/school-office-computing-and-digital-media)

**School Office for School of Human Sciences:** [shsc@londonmet.ac.uk](mailto:shsc@londonmet.ac.uk); [student.londonmet.ac.uk/school-offices/school-offices-human-sciences](http://student.londonmet.ac.uk/school-offices/school-offices-human-sciences)

**School Office for School of Social Sciences and Professions:** [sssp@londonmet.ac.uk](mailto:sssp@londonmet.ac.uk)

[student.londonmet.ac.uk/school-offices/school-offices-social-professions](http://student.londonmet.ac.uk/school-offices/school-offices-social-professions)

[student.londonmet.ac.uk/school-offices/school-offices-social-sciences](http://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/](https://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/](https://londonmet.ac.uk/about/policies/safeguarding/)

### LMSU safeguarding policy and procedure

[londonmetsu.org.uk/about/ourpolicies/](https://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](mailto:studentservices@londonmet.ac.uk)

Full info including remote or on-campus service:

[londonmet.ac.uk/advice](https://londonmet.ac.uk/advice)

### Disability & Dyslexia advice and support:

TM1-33 Student Services, Holloway Campus

[studentservices@londonmet.ac.uk](mailto: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/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](https://londonmet.ac.uk/careers) or email [careers@londonmet.ac.uk](mailto:careers@londonmet.ac.uk)

Book an appointments and view job opportunities: [mycareer.londonmet.ac.uk](https://mycareer.londonmet.ac.uk)

Attend any of our webinars: [londonmet.ac.uk/careersevents](https://londonmet.ac.uk/careersevents)

View our interactive careers portal resources: [londonmet.careercentre.me/u/bs88xinc](https://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](mailto:wbl@londonmet.ac.uk)

[student.londonmet.ac.uk/jobs-and-employment/work-based-learning/](https://student.londonmet.ac.uk/jobs-and-employment/work-based-learning/)

To book an appointment via: [mycareer.londonmet.ac.uk](https://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](mailto:studententerprise@londonmet.ac.uk)

[accelerator-london.com/students/](https://accelerator-london.com/students/)

Via the website at [accelerator-london.com/ask](https://accelerator-london.com/ask)

Insta: @londonmetaccelerator



## International Students / Visa advice and support:

### International Advice Service

[adviceinternational@londonmet.ac.uk](mailto:adviceinternational@londonmet.ac.uk)

Visa Compliance e: [visa.compliance@londonmet.ac.uk](mailto:visa.compliance@londonmet.ac.uk)  
[student.londonmet.ac.uk/international/international-advice](https://student.londonmet.ac.uk/international/international-advice)

## Fitness, gym and recreation

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

[fitness@londonmet.ac.uk](mailto:fitness@londonmet.ac.uk) 02071333620

[londonmet.ac.uk/sports](https://londonmet.ac.uk/sports)

Facebook/twitter/insta: @LDNMetGym

## Catering including allergy advice:

[catering@londonmet.ac.uk](mailto:catering@londonmet.ac.uk)

020 7133 2013

[student.londonmet.ac.uk/life-at-london-met/social-and-recreational-activities/met-food-cafes-on-campus/](https://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](mailto:entertainment@londonmet.ac.uk)

Twitter & fb: @LondonMetEvents

[student.londonmet.ac.uk/life-at-london-met/social-and-recreational-activities/student-social-events/](https://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/](https://servicedesk.londonmet.ac.uk/sw/selfservice/) (includes IT chat)

**Forgotten passwords:** [password.londonmet.ac.uk/FastPassClient/Default.aspx](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)

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

[ask@londonmet.ac.uk](mailto: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](mailto: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](mailto:hands@londonmet.ac.uk)

Twitter: @LDNMet\_Estates

## London Met University Switchboard

0207 4230000



## Non-London Met useful numbers:

Emergency (Police, Fire, Ambulance): 999

Non-emergency Police: 101

Non-emergency NHS: 111

[NUS \(National Union of Students\)](#)

Talk to FRANK (confidential drugs advice): 0300 123 6600

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



London Met Students' Union