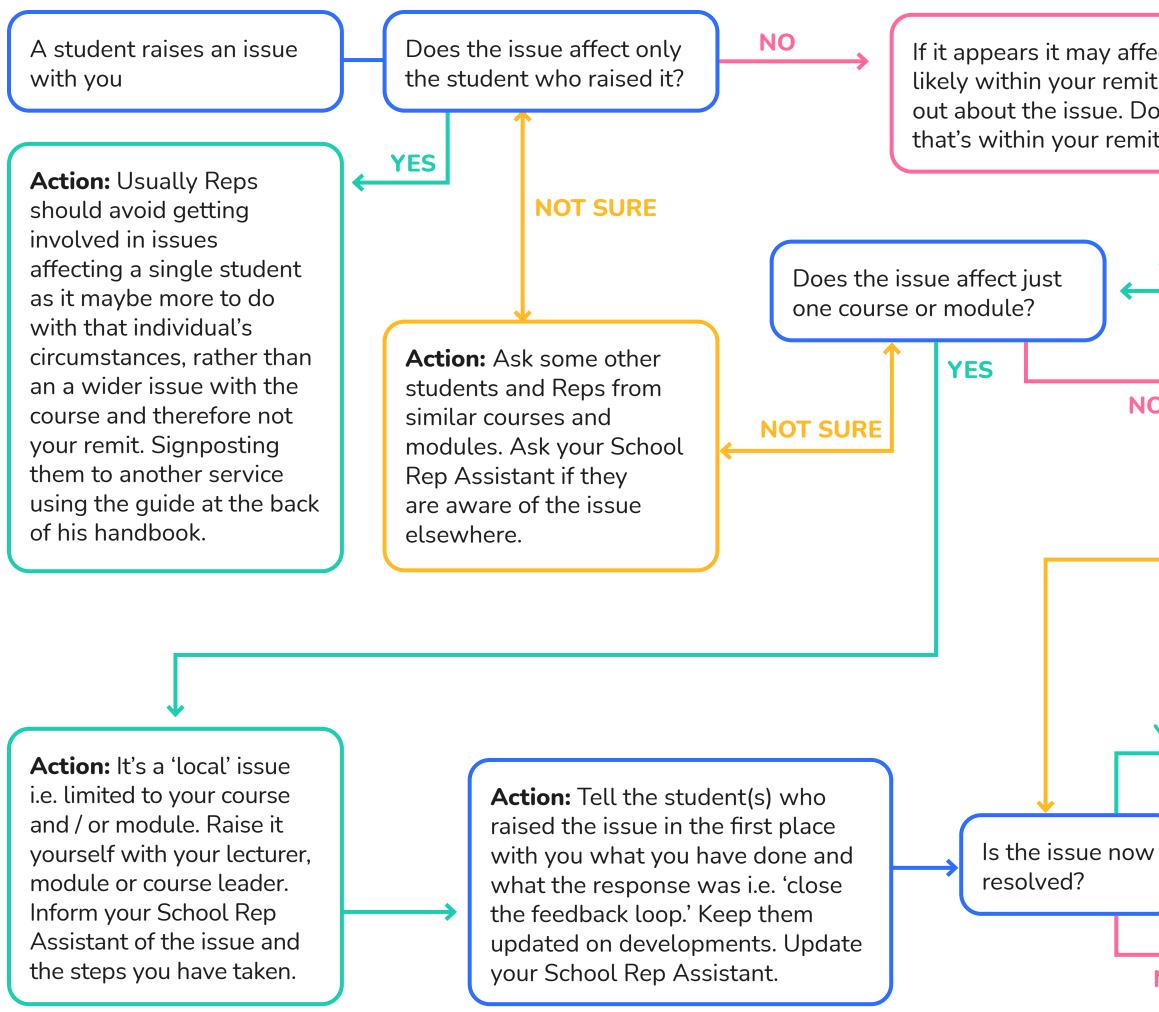
Decision making



If it appears it may affect a number of students then it is more likely within your remit. Consider what you know and can find out about the issue. Do you feel there is a genuine problem that's within your remit and needs raising?

NO

YES

NO

Action: It is a wider issue, it may affect a number of modules or courses, subject areas and beyond.

NO

Liaise with your School Rep Assistant and the Full-time Officer. The Full-time Officer should lead on wider issues,. They may raise the issues with the Head of Subject or Head of Student Experience. If you want to stay involved in the issue you can if you wish — tell the Full-time Officer this.

Action: Great! Inform the student(s) who raised it and other students on your course. Also inform the School Rep Assistant for your school. Monitor the situation to make sure it remains resolved. Action: As Student Rep you are not obliged to raise every issue you are told, you must use your judgement. For example a student complaining about unfair marking might simply be because because they aren't happy about the grade they have been given!

If you are not confident that the issue is genuine then advise the student it is difficult for you to take it forward as there is little evidence to suggest it is widely and deeply felt. Advise them to speak directly to their course leader themselves.

Action: Inform your School Rep Assistant and Full-time Officer. Discuss and decide if you think its is worth continuing to raise it. Is the Uni realistically able to resolve it? Could something be done to mitigate the effects of the issue?

If you still wish to continue on the issue, allow the Full-time Officer for your school to lead on the issue from now on, which may involved lobbying can campaigning. Update the student who raised the issue originally.

