MET UNION

Course Rep Training 26/27

Everything you need to represent your course.

2026-27 · londonmetsu.org.uk/studentreps

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Icebreaker

1. What’s your name?
2. What course are you on?
3. Why did you become a student rep?

What is London Met Students Union (Met Union)?

Here to help every student succeed and thrive at London Met.

Met Union is London Met's students' union. Every student is automatically a member from the day they enroll. We are a charity, independent of the University and led by students.

We run activities and student groups, give free, confidential and independent advice through Met Union Advice, and make sure students have a real say in their education.

Course Reps are the foundation of that student voice. You hear directly from students on every course, and what you hear shapes what the union campaigns on and what the University changes.
This means we're here to support you throughout the year and help tackle some of the bigger problems you may face as a representative!

How does this relate to the Student Rep scheme?

The Student Rep scheme is a partnership between the Student's Union and the University. As a Student Rep you are acting on the behalf of Met Union.

This means that we're here to support you throughout the year and help you tackle some of the bigger problems you may face as a representative!

Further information on our partnership agreement can be found here: Student Partnership Agreement - London Metropolitan University

Student Voice Assistant

As Student Rep, your main point of contact with Met Union is your Student Voice Assistants, students who work part-time (6 hours per week) for Met Union.

As Reps, they'll be in regular contact with you, hold weekly drop-ins, and are the people to speak to on issues you're struggling to resolve.

School	Student Voice Assistant	Drop In Time (Term-Time only)
Art, Architecture and Design	Position Open	
Business, Environment and Law	Olivia Opara, tsoopar2@londonmet.ac.uk	Monday: 4 to 5pm
Computing and Digital Media	Sofia Oredugba, tsoored1@londonmet.ac.uk	Thursday: 4 to 5pm
Human Sciences	Sophie Williams, tsswill7@londonmet.ac.uk	Monday: 1 to 2pm
Social Sciences and Professions	Deborah Maragh, tsdmara2@londonmet.ac.uk	Wednesday: 1 to 2pm

Need further support?

Met Union has a full-time member of staff responsible for managing the Student Rep scheme, as well as the democratic functions of the Met Union (e.g. Student Council & Leadership elections), and Operations.

While the SVAs are your first point of contact, the Union Membership and Operations Manager can be contacted for any problems relating to our code of conduct, Met Union policies, or any issue that cannot be resolved via your SVA.

Contact Details:

Chiara Della Corte – Union Membership and Operations Manager

Tscdell1@londonmet.ac.uk

Your union's democracy

Student Council

Met Union's main student decision-making body. It debates issues that matter to students, sets union policy and holds elected officers to account. The five elected School Reps sit on it, and Course Reps can stand for election each autumn, including for Chair or Deputy Chair.

School Officers

School Officers are elected student representatives who work with students and staff to raise issues, represent student views, and help improve the academic experience within their School.

Liberation Officers

Met Union's elected Liberation Officers represent groups of students who face discrimination, and lead campaigns. If a student on your course wants to get involved, put them in touch with our Student Voice Team, and we will direct them to the right place: studentvoice.su@londonmet.ac.uk

Find out more: Elections

What is the role of a Student Rep?

What might a Student Rep *do*?

What is the role of a Student Rep?

To represent student views and opinions on all matters relating to teaching and learning to continually improve the student learning experience in partnership with the University and Met Union.

Your role in a nutshell

As a Course Rep, you represent your **cohort**: the students on the same course and in the same year as you.

You're the link between them and the staff who run the course, making sure students' views are heard, taken seriously and acted on.

You can read the full role description here: Met Union - Student Rep Role Description.pdf.

What the role isn't

You're not expected to fix everything yourself. You're also not there to take on individual cases like appeals or complaints, or to give academic or welfare advice. When a student needs that kind of help, your job is to point them to the people who can help.

Time commitment

Most reps spend about 1-4 hours a month on the role, a little more around meetings. You're a volunteer, and your studies always come first.

Your contribution will be recognised with a certificate and on your degree transcript.

Signposting

Remember: your role as a Student Rep is to provide feedback on course – it's quality and any practical difficulties students are having - **not to provide help to individual students** facing a particular difficulty.

Consider

- Is this an issue that affects the whole course, or just this individual student?

Act

- If it's an issue with the course, make a note of it to raise. If it's an individual problem, you need to signpost.

Signpost

- Use the Signposting Guide to suggest a suitable person to speak to. If it's about learning: teaching staff. Student Services can help with other matters. If you're unsure, the SU's Advice Service is always the first place to point them to!

Keep it confidential, or refer

- If a student tells you about a problem they are having, keep it confidential. However, if a student tells you something that indicates that they may be a harm to themselves or others, you have an obligation to tell us. Speak to the SU's Advice Service.

Your Student Rep Handbook

The Course Rep Handbook is your guide to the role, covering responsibilities, meetings, and how to represent students effectively.

Over the year it builds a record of what you've done, which gives you real examples for your CV and for award nominations.

Scan the QR code to download, or download it here: Met Union Course Rep Handbook 2026-27 (3) (1).pptx

The 2 main meetings:

Course Committee Meetings (CCMs):

Evaluates the quality of the course including teaching, learning, and assessments.

Make sure you're invited; ask your tutors for the meeting dates and for rescheduling if you can't make any of them.

The attendees will be the course leader, teaching staff, and other Students Reps.

Minutes, taken by staff, should be sent to you afterwards.

School Rep Forums:

These are opportunities to discuss wider issues that are affecting students in your *school*, not just your *course*.

Organised and led by the Student Voice Assistants minuted by us. Schools often provide free food for these meetings!

The attendees will be course leaders, school and teaching staff, other Student Reps from your school, the School Rep Assistants, and SU officers.

It can be useful to talk to other Student Reps and your SVA in advance of this meeting to identify issues to raise.

Collecting feedback

There are two main forms of feedback:

1. Students want to let you know about a specific problem they have encountered

- Make yourself known to your course so they can contact you

2. You have identified something you think may be an issue, and want students' views on it

- Conduct research into the issue to understand its impact and gather data

Your Course Rep Journal

Your Course Rep Journal complements the handbook.

Use it to prepare for meetings, record issues raised, and reflect on your experience as a Course Rep. Complete it at key points throughout the year, including before and after Course Committee meetings and at the end of each term.

Remember: Focus on issues, not individuals. Do not include students' names or personal details. If you are concerned about a student, contact the Student Voice Team at **studentvoice.su@londonmet.ac.uk** or the Met Union Advice Service.

Download it here: Met Union Course Rep Journal 2026-27.pptx or scan the QR Code.

A printed copy can be requested via your Student Voice Assistant.

How to make yourself known to your Course Mates

What methods could you use to *make yourself known*?

How to make yourself known

Ask your course leader to put your name and contact details on Weblearn

‘Word of mouth’ – ask your course leader before a class or during a break if you can speak during a lecture or class.

Post in a group chat that exists for your course. This is entirely optional.

Send an email to the students on your course (or ask your course leader to do it on your behalf)

Guidance on research: conducting surveys

- Use Microsoft Forms with your LMU account for data security.
- One-off surveys with deadlines, or open-ended?
- Be aware of our Data Protection policy when asking for information
- Think about what you are collecting the data for – how will it help you? Be specific.

Qualitative

- What issues are you facing on your course?
- How has [e.g. a specific issue] impacted your learning on the course?

Quantitative

- Is [e.g. a specific issue] something you have experienced? (All the time - Never)
- It is easy to access relevant learning materials. (Strongly agree - Strongly disagree)

Issues you might raise?

What sort of issues *might you provide feedback on*?

The National Students' Survey (NSS)

The NSS is done every year in February to April. It gives final-year students an opportunity to give feedback on their course and university experience.

- Anyone can view the data from the survey *for the previous year* online, at https://www.officeforstudents.org.uk/data-and-analysis/national-student-survey-data/provider-level-dashboard/

The questions in the NSS provide some good starting points if you're struggling to think of issues to ask about in a survey or raise at a meeting

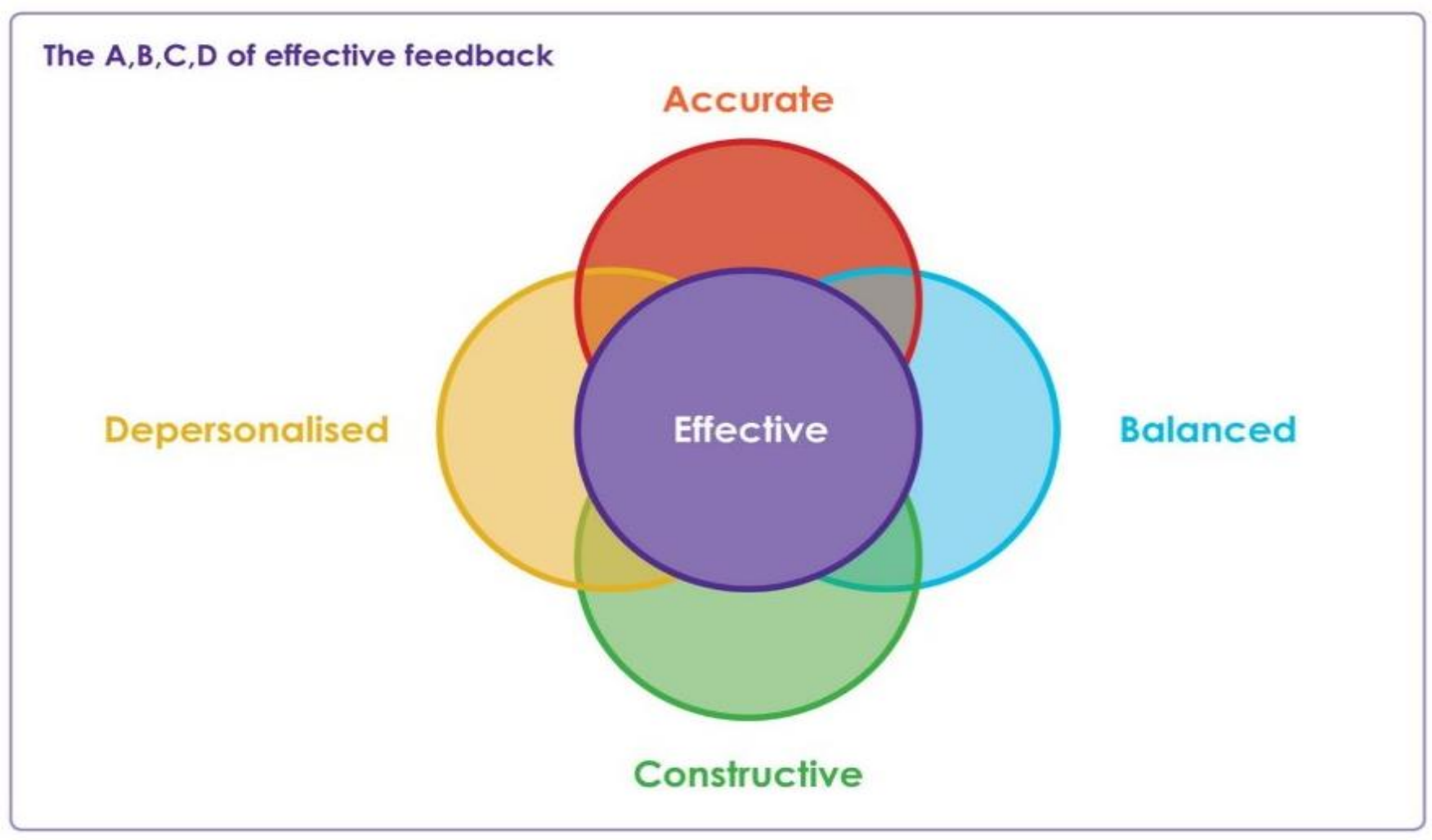
Subject

- You can filter by subject if you select 'Most detailed (CAH3)', and then select the subject your course falls into

Benchmark

- If you select 'Difference from Benchmark' it will give you information about the specific areas where your course is performing better or worse than average

The ABCD of effective feedback



Keep, stop, start

This is a simple way of structuring some relevant and meaningful feedback at CCMs, informal conversations with your course leader, at School-wide meetings, or when you are asking the students on your course to give you feedback on what they think.



Keep: One thing that you like, and you want the course leader or school to keep doing



Stop: One thing that you don't like, and you want to be stopped



Start: One idea that you want the course leader or school to implement

Being solutions-orientated

- Having some potential solutions to the problems you raise can be helpful.
- Your first idea of how to solve the problem might not be the best option – and that's okay.
- You can work with course leaders to discuss, compromise, and collaborate to solve problems together.

Raising issues as they arise

- There are both formal and informal methods of raising issues with your Course Leader.
- It's important that the formal method (meetings) is used for more complex issues, so that the feedback is officially logged.
- For more practical issues, like accessing learning materials, room layout, or temperature, you should try and solve it informally where possible, either by chatting to your course leader before a class or sending them an email.
- You can also use our Signposting Guide on the Met Union website to direct students to who they should speak to.

Close the feedback loop

Closing the feedback loop is all about telling the students on your course, Met Union, and your School Rep Assistants what feedback you gave to a course leader, and what the outcome of the discussion was.

- A change that was made as a result
- An agreement to keep the issue under review to see how it progresses
- Seek further feedback on the issue to better understand it
- No compromise was reached on the issue

You can use the same communication methods that you used to collect the feedback to close the feedback loop.

The 5 Rs of representation

This is a helpful way of remembering the main steps involved in being an effective Student Rep.

Reach Out

- Students need to know who you are and how to contact you
- Seek feedback on both quality and practical concerns
- Class visits/shoutout
- Emails and messages in group-chats
- Drop-ins

Research

- How widely and deeply felt is the issue?
- Use surveys to gather opinions and data

Raise

- Identify the person or group to raise it with
- Smaller (practical) issues can often be resolved via an email
- Larger (quality) issues might need raising at a CCM or School-wide Meeting

Record

- Make a note of where you raised the issue and what you said
- What was the response you received, and were there any action points agreed?

Report

- Close the feedback loop!
- Inform students of what you raised and to who, and what the outcome was

Putting it together. Say several students tell you assignment feedback is arriving late. You run a quick poll to see how many agree, raise it at your Course Committee Meeting with the results, note what the course leader agrees to and by when, then post an update for your course.

A student raises an issue. What now?

Does it affect only the student who raised it?

Yes → It's an individual issue. Signpost them to the right service

No ↓

Does it affect other students on your course?

Yes → It's a course issue. Raise it with your module or course leader, or at your CCM.

No, or not sure ↓

Might it affect other courses or the whole school?

Yes → Tell your Student Voice Assistant. Your elected School Rep can take it to the School Student Success Committee.

Not sure, or don't want to take an issue on? That's fine. Tell your Student Voice Assistant and they will help or find someone who can.



Signposting: Advice, support, resources

If a student needs help with...	Send them to...
An appeal, complaint, academic misconduct or another individual problem	Met Union Advice: free, confidential and independent - The Advice Service
Enrolment, timetables, mitigating circumstances, changing course, taking a break or anything else about their course	Student Zone | Student Zone Online
Mental health and Wellbeing	Counselling Service | Student Zone Online
Disability support	Disabilities and Dyslexia Service (DDS) | Student Zone Online
Careers, placements or work experience	Career and employability advice | Student Zone Online
Money and Accommodation	Student Money and Accommodation | Student Zone Online
Someone in immediate danger	Security - London Metropolitan University If someone's life is at risk, call 999

A full signposting guide is available here: Signposting Guide Met Union LMU.docx

And remember, your SVA is your main point of contact. They'll hold drop-ins, share updates, and run events to help you feel like part of the Student Rep community!

Scenario Group Exercise – Making Decisions

In your groups, describe the steps you would take to deal with each scenario. Get into the detail – not just ‘create a survey’ but think about what questions you would ask in it!

Think about what your plan of action would be:

- Is it a matter relating to the course, or does the student need signposting?
- Are there any Met Union policies or procedures to keep in mind?
- Consider the 5 ‘Rs’ of Representation (Reach Out, Research, Raise, Record, Report)
- What are you going to do if you don’t get the outcome you want?

Student Rep Scenarios

Other opportunities available to you!

Develop your skills

Based on demand we are looking at offering some flexible and short workshops covering specific aspects of the role, e.g. using data, public speaking, effective lobbying and feedback collection. Or if there's something we haven't covered but you would like us to, let us know.

Student Council

Student Council is the representative body of Met Union, discussing and voting on issues relevant to London Met students, and deliberating on policies for the SU. It also holds our Executive Officers to account.

There are 24 Student Rep positions available on Council. An email with more info on how to nominate yourself will be shared with you a week after the training.

Training Feedback

Before leaving the training session please scan the QR code and complete the feedback form on the training you've received today.