



Student Representatives

'Be a voice for students on your course'



londonmetsu.org.uk/studentreps

2018-19



London Metropolitan University
Students' Union

Handbook



London Metropolitan University
Students' Union



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Congratulations!

Firstly, I'd like to say congratulations to you for being elected as a student representative for your course.

It's a big achievement and I hope that you recognise this. Just like you, I was also a Student Representative and am now the Students' Union's Deputy President and Full-time Officer for the Guildhall School of Business & Law, after graduating with first-class honours in Aviation Management. You can do it too - with the right set of tools and experiences that we will equip you with.

Part of my portfolio for this year is education, which means that I will be working on improving your academic experiences during your time at university. This includes working closely with all full-time officers and most especially with you, our Student Reps. Your role is vital in terms of identifying and raising issues, negotiating solutions and providing regular feedback to your course leader and other teaching staff.

Another priority of mine this year is facilitating our Disabled Students Forum. In this, I will be working with students with a range of disabilities, from learning difficulties, physical disabilities, and mental health issues. Through this we will be looking to set up campaigns and to lobby the University for positive change.

Our doors are always open so please do get involved. We are here to work hard but also to have a great time in

doing so. A big, warm welcome from the Students' Union to you as a Student Rep. I guarantee that if you commit to this role, it will open up new doors and opportunities for you. To find out how far you can take this opportunity, come and speak to us. We are sincerely looking forward to working with you as a team - because that is what we are. So feel free to stop by the Students' Union office for a quick chat over a cup of tea or coffee.

Best wishes,

Nakole Iddirisu

Education Portfolio holder, Full-time Officer for the Guildhall School of Business and Law & SU Deputy President

nakole.iddirisu@londonmet.ac.uk

Twitter: **@NakoleMetSU**

Instagram: **@NakoleMetSU**



Welcome to your Students' Union

***'Supporting students
for a life-changing
experience'***

Make the most of your time at university.
Get involved, have your say and join the
#MetSUFamily!



Who are the Students' Union?

The SU is a democratic organisation and registered charity independent of the University. The SU is overseen by a Board of Trustees and supported by a team of elected officers and professional staff.

Our Values

- Responsible and accountable
- Fair and representative
- Supportive and respectful
- Ambitious and excellent
- Diverse and equitable
- Hardworking and committed

What do we do?

We are here to represent students' views to the university through a number of channels including elected full-time officers or our 'exec', hub committees, student council, general meetings and student reps. We facilitate student societies, student media (Verve magazine and radio), sport teams and other volunteering.

We also provide individual representation and an academic advice and casework service. We are here to make your time at University more enjoyable, provide with you with new opportunities and enhance your skills.

Student Voice

The primary function of the Students' Union is to represent our members' voice – the student voice - effectively to the University and to the wider community. In doing this we aim to create positive change in our members' lives and communities. This is done through the work of student reps, elected hub committee members and full-time officers. It is done through our student council, liberation forums and our campaigning.

As a Student Rep, you can make a real difference to the student experience of your peers. You are the voice of students on your course.

What is a Student Rep?

Student Reps are elected to represent students' views regarding their course, teaching, school and University.

Student Reps raise issues on behalf of their peers to course leaders and other relevant staff and lobby and campaign for positive change. The six schools which make up the University are all very keen to engage with students and to involve student representatives as much as possible in the decision-making process. Each year of each course at the University, both undergraduate and postgraduate level, has a Student Rep.

At course level:

- Being a point of contact for fellow students in order to relay issues and concerns
- Playing an active role in developing and enhancing their course
- Gathering feedback from fellow students about their course and related academic issues on an on-going basis
- Representing students at course committee meetings
- Taking issues and concerns about the course to the course leader or another appropriate person
- Building a constructive working relationship with staff
- Reporting back to your course-mates on the issues you have raised – keeping them informed
- Work closely with the full-time officer for your school (see page 15) and keep them informed on what is going on in your schools
- Being aware of and signposting students to other sources of support and advice which they may require during their time at university

At a University-wide level:

- Work with the Full-time Students' Union officers (see p15) on university-wide and national issues i.e. those which affect students outside your course
- Keep the Students' Union informed on issues and developments in your school – you are our eyes and ears on the ground!
- Remember the Students' Union have seats on the University's Academic Board and Board of Governors and regularly meet the Vice-Chancellor so can raise issues on your behalf at the highest levels.
- Sit on or attend the Student Council and attend Students' Union general meetings
- Get involved in other social, political and campaigning activities of the Students' Union
- Get involved in the excellent work of NUS around Student Reps (or course reps as they are sometimes called)

Student Rep - Achieve the accreditation

For 2018-19 we are introducing a new Students' Union accreditation scheme for Student Reps.

This means that your efforts are officially mentioned on your degree transcripts and you will receive a certificate and an official SU reference. In order to receive this accreditation you will need to have completed the following:

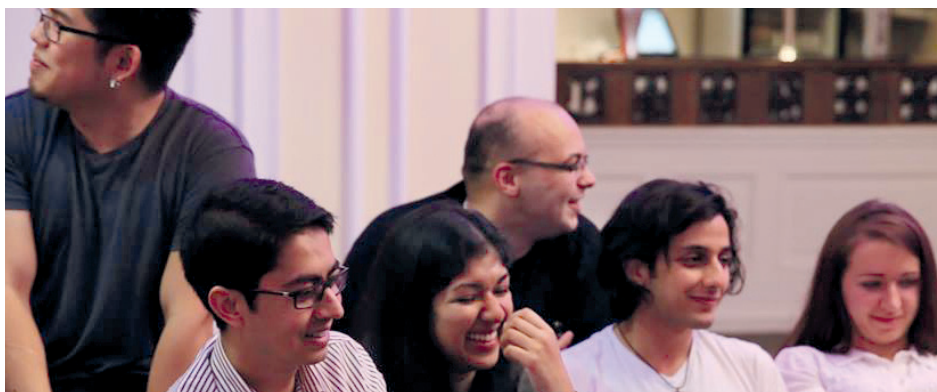
1. Attended Student Rep training
2. Attend the Student Rep forum for your school (or send apologies if you can't make it)
3. Spend some time talking to your course mates and liaise regularly with your course leader to provide regular feedback and to raise relevant issues present
4. Attend the course committee meetings for your school
5. Complete by the required deadline the Student Union Course feedback form each semester. This is a short online form which you will be sent via email where you can provide the Students' Union with this feedback



If you have any questions regarding the accreditation scheme or if you feel you are unable to continue in the role then please email the Students' Union to let us know at:
e.rowley@londonmet.ac.uk or
studentsunion@londonmet.ac.uk

Please also tell your course leader so the role can be taken up by another student.

We appreciate you are busy, that this role is voluntary and that sometimes circumstances can change.



Student Rep – Volunteers

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.

How we recognise our volunteers

We really value your important contribution to the Students’ Union and wider community and to recognise this in a number of ways:

- **Accreditation opportunity:** see previous page
- **Students’ Union Awards:** Our annual celebration is held to recognise volunteers from across the union, including Student Reps. Students will have the opportunity to nominate people in categories such as ‘Student Rep of the Year’
- **Socials:** The SU organise a number of social events for Student Reps throughout the year so our volunteers can meet each other and relax
- **All our volunteers, and students in general,** are welcome to pop into the SU and make yourself a cup of tea or coffee
- **Free hoody & lanyard:** We give a lovely Student Rep hoody and lanyard to all our volunteers when they attend their training sessions!



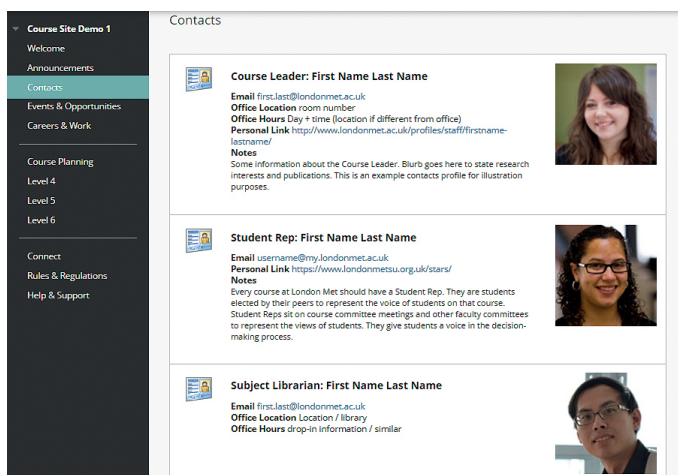
Weblearn - Course Sites

Student Reps can have their names, photo and contact details uploaded onto the 'course sites' feature on Weblearn.

This way all students on the course will be able to quickly and easily identify who their Student Rep is and get in touch with them. You can also add a url link such as the SU website or a link to a quick online survey you could create to get some feedback from your course mates.

You can utilize the following sections:

Contacts:	Your details will be listed here.
Announcements:	Course level announcements are posted here.
Events and Opportunities:	Events of interest to students such as SU meetings, forums, activities and campaigns.
Connect:	For peer-to-peer communication. This can be a suitable section for publishing the minutes of course meetings or links to survey and spreadsheets which you can create to gather student views and opinions.



You will need to ask your Course Leader to upload the information for you. Liaise with them via email and send them what you want to go on the course site.

Issue raised by a student on your course

Does the issue affect only the course?

Yes

Usually issues which affect just one student are not for a Student Rep to tackle as they generally are more to do with that individual's circumstances, rather than an issue with the course, its resources etc.

The student may still require some help and support, but probably not from a Student Rep. See signposting guide on p18 for advice on where to signpost / refer them to.

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

Yes

No

Does the issue affect just your course or module?

No

Yes

Not Sure

Is it a 'local issue' i.e. limited to your course and / or module.

Note down a summary of the issue, any evidence or feedback you have from others and what you think needs to be done to resolve it. Then raise the issue with your lecturer, module leader or course leader in person or by email.

Contact your Full-time Officer to keep them 'in the loop' and let them know the response you get and any resolution. This is really important as the Full-time Officer needs to be aware of all live issues going on in the school.

Ask other student reps from different courses in your school and your Full-time Officer. Speak to them in person, email them or post something on the facebook group for your school.

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

Great! Check up with the student(s) who raised the issue to make sure it stays resolved. Inform the Full-time Officer and all relevant students of the outcome. Keep monitoring the situation to make sure it stayed solved!



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ly! the student who raised it?

No

Not Sure

Enquire with other students and student reps on your course to find out

If it affects more than one student then speak to other students on the course—do they think it is an issue? get some feedback and more details.

Gather some feedback and evidence which will help you decide if there is a genuine issue which is worth raising.

It is a wider issue, it may effect a number of courses, your whole subject area, schools or the whole university. Note down a summary of the issue and then contact the Full-time Officer for your school. Ask them if other students have reported the issue to the SU.

Decide together who you are going to meet to raise the issue and when. Usually the Full-time Officer will lead on wider issues but you should still stay involved if you wish.

Quite often this may be the case. For example a student may raise the issue of unfair marking of assessments with you. You need to be careful here as it is quite possible that they got a poor mark because it was a poor piece of work!

If you are not confident that the issue is genuine then advise the student who raised it that it is difficult for you to take it forward as there is little evidence to suggest it is widely and deeply felt.

Advise them that if they still wish to raise the issue they should contact their course leader themselves.

Discuss with the Full-time Officer Why hasn't it been resolved? Is the university able to resolve it? Could the University do something at least to mitigate the effects of the issue? Is the issue something which you want to keep working on?

Work with your Full-time Officer and the wider Students' Union to decide if you wish to keep working on it. Plan your next steps to lobby and campaign on the issue such as escalating it to the Student Experience Coordinator and Head of School.

Yes

Is the issue resolved?

No

Course Committee Meetings

Course Committees 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.

- Attending course committee meetings is one of your main responsibilities as a Student Rep and is required to achieve the accreditation. Your course leader should give you the times and dates of these meetings so make sure you write them down in your diary. Ask your Course Leader when the meeting will be. If it is at a time when you cannot make, ask for it 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. 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.
- Inform students on your course (word of mouth, Whatsapp, email, social media - whichever works best for you and your peers) well before the committee meetings so they can ask you to raise issues on their behalf. After each meeting, write a report and send it to your course-mates so they know what was said and any actions or outcomes of the meeting. Alternatively you can email your course leader to circulate the information to your course-mates.
- 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 (see p15)



Student Reps on Facebook – get active!

Each school has a facebook group which Student Reps can join.

Facebook is a quick and easy way for Student Reps to communicate with each other, plan and organise. We encourage you to join the facebook group for your school and to post and reply to comments on issues related to your course, teaching or other academic areas.

Facebook is also a great way to discuss, debate, spread awareness and gather support. If you are a Student Rep then request to join the relevant group for your school. The Students' Union will then confirm you as a member once we have checked that you are on our list of Student Reps for 2018-19

The Guildhall School of Business and Law:

facebook.com/groups/1748369651949695/

The CASS School of Art, Architecture and Design:

facebook.com/groups/729654677118219

The School of Computing and Digital Media and Human Sciences:

facebook.com/groups/1743757319217435

The School of Human Sciences:

facebook.com/groups/1743757319217435

The School of Social Sciences and Social Professions:

www.facebook.com/groups/Studentsrepsschoolofsocialsciences/



And don't forget to join the main Students' Union **Facebook** group and like our page:

Group:

The Official London Met Students' Union Group

Page:

London Met SU

Student Reps Support: Training

The Students' Union will be offering Student Reps full training in Autumn 2018 and Spring 2019.

All Student Reps are expected to attend training. They will be taking place at Holloway, Moorgate and Aldgate sites at a variety of times. The training session will prepare you for your year as a Student Rep and will give you valuable hints and tips on how to get organised. The training also covers course committee meetings and gives you the chance to meet the Students' Union officers and staff.

Those who attend will receive a free Student Rep hoody and lanyard!



'The training was excellent and really prepared me for the role'

Mary, School of Social Sciences

For more details on training sessions please visit:

londonmetsu.org.uk/studentreps

Student Rep Support: Full-time Officers

The Students' Union is there to support you throughout the year.

Please keep the Full-time Officer for your school informed on issues in your course or school. Message them or drop them an email every month (or as often as you need to) to give them a heads up on the issues affecting your students. They can liaise with the senior management of your school and can raise issues on your behalf or arrange a meeting with them for you.

Your Full-time Officers:



Diini Muse

Full-time Officer for the School of Human Science and the School of Computing and Digital Media

diini.muse@londonmet.ac.uk

Twitter - @DiiniMetSU



Nakole Iddirisu

Full-time Officer for the Guildhall School of Business and Law and Deputy President. Also covering School of Social Sciences.

nakole.iddirisu@londonmet.ac.uk

Twitter - @NakoleMetSU Instagram - @NakoleMetSU



Jessica Hoarau

Full-time Officer for the Sir John Cass School of Art, Architecture and Design. Also covering School of Social Professions.

jessica.hoarau@londonmet.ac.uk

Twitter - @JessicaMetSU

Student Reps Support: Your School

The Student Reps scheme is a partnership between the Students' Union and your School.

Your School is as keen as you are for it to provide the best teaching, support and resources. The best Student Reps are those who work with their School, build up a good working relationship with their course leader and other School staff and are pro-active.

Ask for meetings, if required, with senior staff including the Head of School. Working together is the best way to influence people and get results.

Each School has a Head of Student Experience and Academic Outcomes. Contact these staff if you have issues which you are unable to resolve at course leader level:

Guildhall School of Business and Law:

Jan Bamford - j.bamford@londonmet.ac.uk

CASS School of Art, Architecture and Design:

Cecile Tschirhart - c.tschirhart@londonmet.ac.uk

School of Human Sciences:

Sheelagh Heugh - s.heugh@londonmet.ac.uk

School of Computing and Digital Media:

Elena Moschini - e.moschini@londonmet.ac.uk

School of Social Sciences:

Steven Curtis - s.curtis@londonmet.ac.uk

School of Social Professions:

Brian Tutt - b.tutt@londonmet.ac.uk

NUS

The National Union of Students (NUS) provides excellent support for Student Reps (or course reps as they are sometimes called) and 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 the NUS & the world of course reps!

NUS Student Engagement Partnership:

www.nusconnect.org.uk/the-student-engagement-partnership-tsep

NUS Connect (main NUS website):

www.nusconnect.org.uk/

Student Council

The Student Council is a representative body made up of current students elected into a number of seats such as those for Full-time Officers and Hub Committee officers, members elected at the annual elections, society representatives and elected Student Reps from each School.

The Student Council discuss and debate student and University issues, other issues close to the hearts of students and holds the elected officers to account. It meets at least four times a year. More information on the seats on the Student Council will be sent to Student Reps once they have been elected in Semester one of 2018-19. For more information on the Student Council log on to:

londonmetsu.org.uk/democracy/council

Careers and Employability Service

The University's Careers and Employability Service is there to support students with their careers and employment needs such as career planning, writing CVs, job applications and interview skills. Help is also available for students applying for placements, jobs and volunteering opportunities. There is a Careers portal available with useful tools such as a CV and cover letter builder, interview simulator, psychometric and attitude tests, employer videos and so much more.

Students can book appointments to see a Careers Consultant through the Hubs or by calling **0207 320 2380** or emailing **careers@londonmet.ac.uk**

For careers information and to register on the Careers Portal and Job Shop, go to **londonmet.ac.uk/careers**

Confidentiality and Contacts

Confidentiality is very important in your role as a Student Rep.

If a student raises a certain 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. Often a student may wish for you to raise the issue on their behalf so their name is not mentioned. If you are worried that a student may be at risk due to something they have told you in confidence, you should speak to a member of staff.

Referral & Signposting

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 means to do with your course, teaching, resources or any other academic or related issue. Remember you are not meant to support individual students with academic appeals, personal problems, accommodation issues etc.

You are not trained or qualified to give this sort of advice. However there are staff at the university who are and are there to help and support our students. If you have a student approach you who may need support which you are unable to give then please refer or 'sign-post' them to the source of support best for them:

Advocacy, casework and individual representation around misconduct, mitigating circumstances, appeals, extensions and complaints:

Students' Union - Advocacy Service
e: advocacy.su@londonmet.ac.uk
t: 020 7133 4171

Student societies, sports teams, Verve radio and magazine, student council, liberation forums, NUS 'totem' cards:

Students' Union
Holloway Harglennis Building, Moorgate
MG3-11 & Calcutta House CMG-20
e: studentsunion@londonmet.ac.uk
t: 02071334171
facebook/instagram/twitter/snapchat:
londonmetsu

Problems affecting course, progression, study related academic issues:

Their Academic Tutor

Module change, enrolment issues, submit mitigating circumstances forms etc:

The Customer Liaison Team via the Student Hubs: Holloway TM1-89 (by the Junction café) Calcutta House CMGN-24 (ground floor) Moorgate MG3-08 (3rd floor)
e: hub@londonmet.ac.uk
<https://student.londonmet.ac.uk/student-hubs/>

Issues which may be affecting ability to study of a more personal nature:

The Student Liaison Team via the Student Hubs at Holloway/Aldgate/Moorgate (see above) or via email:
e: studentliaison@londonmet.ac.uk
<http://londonmet.ac.uk/support>

Students suffering personal and emotional difficulties, difficult personal circumstances e.g. loss and mental health difficulties:

University Counselling Service
e: counselling.studentservices@londonmet.ac.uk
twitter: @ss_counselling
t: 020 7133 2093 (general enquiries) & 020 7133 7001 (pre-counselling bookings)

Information and access to Academic Mentors and Success Coaches:

PASS Scheme - email Wilko Luebsen
e: w.luebsen2@londonmet.ac.uk
t: 02071332915

Fitness, Gym & Recreation:

Science Centre, Holloway Campus
(main gym - Holloway, exercise room - Calcutta House)
e: fitness@londonmet.ac.uk
t: 02071333620
www.londonmet.ac.uk/sports
facebook: [londonmetfitness](https://www.facebook.com/londonmetfitness)
twitter: @LDNMetGym
instagram: [londonmetfitness](https://www.instagram.com/londonmetfitness)

Library Services and academic librarian support:

Holloway Learning Centre and Calcutta House Library

e: library@londonmet.ac.uk or academic-liaison-librarians@londonmet.ac.uk
t: **020 7133 4444**
<https://student.londonmet.ac.uk/library/>
facebook: [@londonmetlib](https://www.facebook.com/londonmetlib)
twitter: [@londonmetlib](https://twitter.com/londonmetlib)
instagram: [librarylondonmet](https://www.instagram.com/librarylondonmet)

Money, funding and financial and accommodation advice:

The Student Money, Advice and Accommodation team via Student Hubs

Aldgate: **020 7133 7002**

Holloway: **020 7133 7001**

Moorgate: **020 7133 7003**

e: SMAA@londonmet.ac.uk

www.londonmet.ac.uk/advice

For accommodation help see:

<https://londonmetstudentpad.co.uk/accommodation>

Disability & Dyslexia advice and support:

Disability & Dyslexia Service (DDS)

Holloway Learning Centre 2nd floor or via Student Hubs

e: dds.studentservices@londonmet.ac.uk

t: **020 7133 2188**

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

Jobs, careers, employability, skills and volunteering opportunities:

University Careers and Employability Service

Holloway Campus room TM1-33 & Moorgate MG3-10 or via Student Hub

e: careers@londonmet.ac.uk

t: **0207 3202380**

www.londonmet.ac.uk/careers

facebook/twitter: [@LondonMetCareer](https://www.facebook.com/LondonMetCareer)

International Students advice and support:

Specialist immigration advice:

e: adviceinternational@londonmet.ac.uk

t: **02071334186**

Visa Compliance:

e: visa.compliance@londonmet.ac.uk

t: **02071333379/3922**

Study aboard/Erasmus:

e: studyabroad@londonmet.ac.uk

t: **02071333378/3379/3922**

Reporting estates issues: fixing stuff, spillages, toilet issues, cleaning issues, maintenance etc:

e: ask@londonmet.ac.uk

t: **02071332751 (internal x5555)**

www.londonmet.ac.uk/services/estates_home/helpdesk

Wider feedback on premises, estates and estates management issues:

David McGhie

Head of Estates Management

e: d.mcghie@londonmet.ac.uk

Catering including allergy advice:

Holloway Campus TMG-54

e: catering@londonmet.ac.uk

t: **020 7133 2013**

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

IT support:

Self Service IT portal:

<https://servicedesk.londonmet.ac.uk/sw/selfservice/> (included IT chat)

Forgotten passwords:

<https://password.londonmet.ac.uk/FastPassClient/Default.aspx>

TechSmart IT help desks:

Holloway and Aldgate Libraries:

09.30-5.30pm Monday to Fridays

London Met University switchboard:

t: **0207 427 0000**

Non - London Met Services:

Emergency (Police, Fire, Ambulance): **999**

Non-emergency **Police: 101**

Non-emergency **NHS: 111**

NUS (National Union of Students): **0845 5210262**

Talk to **FRANK** (confidential drugs advice): **0300123 6600**

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

Did you know?

Free sanitary products (pads and tampons) and condoms/lube are available from the Students' Union offices

Students' Union on Social Media

We love to see your pictures and hear your comments/feedback as a Student Rep.

Keep in touch!



Facebook: **londonmetsu**



Twitter: **londonmetsu**



Snapchat: **londonmetsu**



Instagram: **londonmetsu**

londonmetsu.org.uk/studentreps | londonmetsu.org.uk

