A guide for Course Reps
Education Network 2019/20
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An introduction from your Education Officer

Hello, I’m Cassie and I’m your Education Officer for 2019/20.

I’m in my second year as an SU Officer and I’m really excited to be working with you for another year. Firstly, massive congratulations on being elected into your role. You’re now part of the Education Network - a community of 800 students who work together to improve the academic and student experience for students across the University.

As Education Officer, I work in a team with other elected full-time Officers. It’s my job to represent students on their academic experience and, alongside the Postgraduate Officer, support the Education Network. Over the past year, we have successfully campaigned on Hidden Course Costs, seen lecture capture usage increase massively across the University and supported campaigns on student mental health and suicide awareness. None of this was possible without the Education Network. With 34,000 students to represent, it would be impossible to do any of this alone, which is why your hard work and dedication to your fellow students is so important.

Being an elected member of the Education Network is truly an invaluable experience. As a representative, you have the power and opportunity to make impactful change and leave your legacy at the University of Nottingham. Not only that, but you’ll be supporting your own personal and professional development along the way. I can’t wait to start working with you all throughout the year and look forward to celebrating your successes with you at the University Oscar Awards in May.

I look forward to working with you in the coming year!

Cassie Ulrich
E: sueducation@nottingham.ac.uk

An introduction from your Postgraduate Officer

Congratulations on being elected and becoming a representative for the Education Network!

I’m Abdi Ahmed, your Postgraduate Officer for the new academic year.

As Postgraduate Officer, I’ll be working with the full and part-time Officer team, as well as Students’ Union staff, to support and represent all students; whether it’s a matter of academia, welfare, Union democracy or general enquiries, I’m here to help. My specific focus will be towards postgraduate students, so I’ll be working closely with our Education Officer, Cassie Ulrich, and all of you as part of the Education Network, to make sure we’re listening to your views and concerns with the aim of providing a great academic experience.

Along with Undergraduate Reps, the Education Network also has Postgraduate Course Reps and Postgraduate Faculty Reps, and together we’ll represent postgraduate students and inform students about decision-making within the Students’ Union and University.

I’ll also be working towards other objectives to improve and expand the holistic package offered by the Students’ Union and the University, implementing ideas that will not only improve the student experience for postgraduates, but for our whole community.

I’m excited about the year ahead and looking forward to working with you all to enable and achieve a better educational experience for both undergraduate and postgraduate students, and working together to make sure all students are represented on an equal platform.

Abdi Ahmed
E: supgofficer@nottingham.ac.uk
The Education Network is made up of:

Course Reps
As a Course Rep, you'll represent the concerns of your peers on your course. You will:

• gather feedback
• campaign on issues affecting your peers and reflect those views in key meetings (such as the Learning Community Forum (LCF)), and between Reps and staff to negotiate for change
• update academics on student feedback

You’ll also serve as the first point of contact for students on your course, engaging with students and staff alike to build and maintain the positive communication links between the student body and staff that are instrumental to your academic experience. You’ll also participate in key surveys (such as Annual Monitoring) and reviews to support the Quality Assurance within your course.

Postgraduate Taught Course Reps and Postgraduate Research Course Reps will represent the students in their research group in a similar way. Your main contact will be your Education Rep – find out more about them on Page 5.

Education Reps
Education Reps represent their entire school, department or division. As an Education Rep, you’ll attend key meetings, such as your LCF, campaign on key issues affecting students and work to gather feedback from and support your department’s Course Reps. We’ll work closely together to tackle the issues in your department, division or school that can’t be solved at the LCF, as well as discussing University-wide decisions and how we can make sure the student voice is heard.

You’ll also be key in supporting with the recruitment, management and promotion of the Education Network. You can see where Education Reps sit within the structure of the Network on Page 6. Follow the link on Page 7 to find out who your Education Rep is.

Faculty Reps
As a Faculty Rep you’ll represent one of the five faculties here at the University of Nottingham – Arts, Social Science, Medicine and Health Sciences, Engineering or Science. Each Faculty has both Undergraduate and Postgraduate Faculty Representatives.

In this role you will:

• gather feedback from your Education Reps (and support them in their roles)
• escalate key Faculty-wide issues to the Officer team and work on wider, cross-University campaigns

Your role will mean us working closely together to connect the Education Network, wider student community and University staff to make sure that a coherent student voice is heard and listened to.

You’ll regularly attend Faculty-level meetings to represent all undergraduate or postgraduate students in your faculty when it comes to:

• student experience
• teaching and learning
• any other issues that may impact on the academic experiences of students

You’ll also be key in supporting with the recruitment, management and promotion of the Education Network. You can see where Faculty Reps sit within the structure of the Network on Page 6. Follow the link on Page 7 to find out who your Faculty Rep is.

Faculty Forums
As well as the LCFs (mentioned above), each term you’ll be expected to go along to a Faculty Forum. This is a meeting between yourself and all other Course, Education and Faculty Reps in your Faculty, and it’s a chance to share feedback, form campaigns and receive updates from other Reps.
What is an Education Rep?

Your Education Rep has been elected to support, lead and collaborate with you and all of the other Course Reps in your school/department/division in campaigning for, and implementing, positive changes to teaching and learning. They're involved in your initial training, organise team meetings to prepare for LCFs, and will remain your first port of call if you need any help or advice in your role as Course Rep.

How can I find out who they are?

Hopefully, your Education Rep has already been in touch to introduce themselves. If you’re not sure who they are already, you can find out by visiting: www.su.nottingham.ac.uk/make-change/academic-representation/education-reps/

What else do they do?

Education Reps also serve as a vital link between Course Reps and your Students’ Union Officers. They attend meetings with other Education Reps, Faculty Reps, the Education Officer and Representation Development staff to discuss what Course Reps are working on, and to strategise with the Education Officer on University-wide issues.

They’ll also escalate any widely felt issues that have failed to be resolved through the LCF. Education Reps also represent all undergraduate students in your school on the Teaching and Learning Committee. They’ll keep you, and therefore the students you represent, informed of what happens at these meetings, and of the impact any decisions will have on students.

I’m a Postgraduate Course Rep, do I have an Education Rep?

Because of the way departments are structured, postgraduate students aren’t always given one set department. That means we don’t have Education Rep positions for postgraduate students. You’ll receive all of the support outlined above from your Postgraduate Faculty Rep instead, and you can find out who that is at: https://www.su.nottingham.ac.uk/make-change/academic-representation/

Do I get any formal recognition for my role?

Yes! As a member of the Education Network, you’re eligible to take part in the Nottingham Advantage Award (NAA) module for Academic Representatives. It’s called:

‘The Education Network: being an effective academic representative’

This module combines your core responsibilities as a representative with activities related to your role and personal development. Participation in this Nottingham Advantage Award Module allows you to identify and reflect on the skills and achievements you’ve gained through your role as an academic representative.

To complete the module you’ll need to complete a ‘basic’ set of activities that includes attending Course Rep training and meetings related to your role, and choosing a set of four ‘other’ activities from a set list to complete your award. Assessment will be via a structured reflective submission.

All levels of representative – Course, Education and Faculty Reps – are able to take part in the NAA module. This module is also available for both Undergraduate and Postgraduate Reps.

You’ll find a guide to the NAA module on the Education Network Moodle, along with details on the deadline for applications, how to submit your application and some FAQs.

Anything else?

In the spring semester, nominations will open for individual categories of awards for reps within the Education Network. Categories have previously included ‘Course Rep of the Year’ and ‘Faculty of the Year’.

Keep your eyes peeled for more information on Moodle throughout the year!
What help do I get with doing all of this?

Representation Development office

The Representation Development office is home to the full-time staff member that supports all 800 Reps within the Network. It’s also home to the other member of the Representation Development team who supports the Unions’ Officers, campaigns and democratic functions. Based in the Portland Building, you can find the team in C48 (in between the Get Involved Zone and Dance Studio, and just up the stairs from Portland Coffee Co.). The team are here to support you throughout the year, and there’s no question too big or too small for them. Alongside any one-to-ones or development meetings you’ll have with them, they can also provide:

• A signposting service. When you know that there is probably a dedicated person or department that deals with something, but you’re not sure who or where it is, the Rep Dev office will be able to point you in the right direction

• Support sorting through your issues. If you have a problem but aren’t entirely sure if the LCF is the right place to raise it, the Rep Dev office will be able to advise you

• Support with research or surveys. Want to do some information gathering before you raise an issue at a formal meeting? Rep Dev staff will be able to provide you with all of the resources that you will need, including the rules on what schools should and shouldn’t be doing for you

• Campaigns support. If you want to campaign on an issue and don’t know where to begin, we can help!

• Getting involved in democracy. Are you interested in how the Union functions democratically? Or perhaps you want more information on our democratic meetings, such as Union Council? We can give you full information on how the SU works and let you know of any opportunities to get involved

The Rep Dev office is a one-stop shop for anything to do with your role as a Course Rep. Feel free to:

E: sucoursereps@nottingham.ac.uk
T: 0115 846 8736
Visit: C48, Portland Building, University Park Campus
Other contact details:
W: www.su.nottingham.ac.uk/make-change
FB: www.facebook.com/makechange.uonsu.1

Education Network Moodle module

All Course, Education and Faculty Reps are enrolled on the Education Network Moodle module. This is the main hub of all resources to help you in your role, including access to your training, key documents and information on the NAA Academic Representative module. We’ll also use the module to share news, announcements and opportunities as they come up throughout the year, so make sure you check in regularly to stay up-to-date on all things Ed Net!

Education Network newsletter

To supplement the Moodle module, we also send out a weekly newsletter to all Reps. This covers:

• Key updates from the Network
• Meeting dates
• Calls for campaign groups or focus groups
• Rep wins
• Updates on achievements from your peers
• Any other information you’ll need as a Rep

Make sure you check them out to stay in the loop on the Network!

Faculty Forums

As mentioned on page 4, each term there’ll be a Faculty Forum meeting that you’re expected to attend. Faculty Forums are a great place to get to know your fellow Reps, as well as network and find support for your work. Sometimes feedback you receive will be similar to that of other Reps within your Faculty, and these forums are a great place to work together to tackle issues!

Your school

All schools have an online presence for their LCFs, which you should be able to find on Moodle. This contains your contact details, minutes from the meetings you attend, and external examiner reports for your school. It may be worth getting in touch with your school staff to ask how they plan to communicate with you as a Rep; some schools have online forum features built into their Moodle, some offer email updates and some will have other mechanisms of feedback gathering and supporting you as a Rep. You can also find handover documents from past Reps on the Education Network Moodle, which can give you extra insight into how your course or school specifically run things.

Other useful contacts

As a Course Rep, you may want to get in touch with other key groups like your course-based society or association.

Course-based societies can be useful contacts to support social events or spread the word about changes or opportunities on your course. But remember: you’re elected as academic representatives and course-based societies can contain non-course members, so their views aren’t representative.

Associations can be very useful contacts for those based on other campuses. From Med-Soc to the Sutton Bonington Guild, there are a range of associations within the SU. They act as almost ‘mini-SUs’ on their campuses and can provide support for events and more.

Find out what’s available for you at the link below: https://www.su.nottingham.ac.uk/find-a-group/
SU Officer contacts

As an academic Rep, your main two contacts will be the Education and Postgraduate Officers. You can find their contact details below:

**SU Education Officer**

The Education Officer is elected annually to represent students both to the University and nationally on academic issues.

Cassie Ulrich  
E: sueducation@nottingham.ac.uk

**SU Postgraduate Officer**

The Postgraduate Officer is elected annually to represent students both to the University and nationally on issues that affect postgraduates.

Abdi Ahmed  
E: supgofficer@nottingham.ac.uk

**Other SU Officers**

As Course Reps, you’ll likely be given feedback on issues that affect a wide range of subjects. This is where other members of the Officer team can assist. Our 14 SU Officers are all elected by the student body to represent student voice on different areas. For example, the Mature Students’ Officer works to support and campaign for improved experiences for mature students. The Officer team can support you and the other Reps with your campaigns. For example, if you receive feedback that there is a lack of diversity in terms of representation and opportunities within your prospective industry and course, reach out to the relevant part-time Officer to form a joint campaign on the issue and utilise that Officer’s knowledge to make positive changes. Here are some examples:

- The Women*’s Officer worked with engineering to promote ‘Women in Engineering’ events
- The LGBT+ Officer worked on ensuring gender neutral toilet access in learning spaces and buildings
- Reps supported the Equal Opportunities and Welfare Officer in a suicide awareness and mental health support campaign

You can find the details of your 2019/20 Officer team on the next page.
Key contacts

As a Course Rep, you may find that students come to you with questions about non-academic issues or personal problems and ask for your help with them. It’s not your role to support students in these situations, so if this does happen, you should only signpost students to the appropriate places, as this is where they’ll get full support from qualified staff.

Here’s a list of key contacts, staff or services that you can to direct students to:

Students’ Union Support Services and contacts

Students’ Union Advice

The centre provides a confidential and impartial advice and information service to all University of Nottingham students. Independent from the University, the advice team is made up of permanent and experienced members of staff who are:

- Education Advisers
  - The Education Advisers offer advice and representation on any course-related issues like academic appeals, academic offences, progression, postgraduate issues etc.
- Welfare Advisers
  - The Welfare Advisers provide advice on issues like housing rights and responsibilities, money and student funding.
  - SU Advice is also a Hate Crime Reporting Centre and C-card pick-up centre. Students who want to see one of the Education or Welfare Advisers or find support can make an appointment to see them in person, or they can ring or email for advice.
  
  E: suadvice@nottingham.ac.uk  / /  Website: su.nottingham.ac.uk/advice
  Twitter: UoNSU_Advice  / /  Facebook: @UoNSUStudentAdviceCentre

Representation Development

The Representation Development office is the main point of contact for any questions or queries relating to your role or for any issues raised by the students you represent. Please see page 8 for details on how to get in touch.

Student-run services

Nightline

Nottingham Nightline is a confidential listening and information service run by students for students. They offer anonymous, confidential, non-directive and non-judgemental support, and you can contact them 365 days a year.

P: 0115 951 4985  / /  E: nightlineanon@nottingham.ac.uk  / /  W: nottinghamnightline.co.uk

University Support Services and contacts

Student Services

The Student Service Centres offer support, information and signposting to other specialist services such as Academic Support, the Disability Policy Advisory Unit, Financial Support, and Student Fees.

T: 0115 74 86500 / /  E: StudentServices@nottingham.ac.uk

Counselling Service

The University Counselling Service is based in The Orchards, which is behind the Law and Social Sciences Building car park, next to the Millennium Garden on University Park. It offers a free, confidential service to undergraduate and postgraduate students, and to all members of University staff.

T: 0115 951 3695  / /  E: counselling.service@nottingham.ac.uk

Welfare Officers and Personal Tutors

For some issues, including specific and personal queries that only affect coursework, it may be best to point students in the direction of their personal tutor. Each school and department also has a Welfare Officer who can help support students with welfare-related queries. Check who yours is (there’s a list on the University’s website) and save their contact details so you can give them to any students who need them.

HealthyU

HealthyU is a pool of resources from the University that provide support, signposting and information on a range of key health issues for students. This includes Clear on Consent, sexual health and wellbeing, domestic violence and more.

Student Minds

Student Minds is a campaign group that promotes positive wellbeing and mental health for students while they’re studying at UoN. They run support groups in conjunction with the national Student Minds charity and aim to break down potential barriers to students and enhance the mental health provision within the University.

E: nottingham@studentminds.org.uk or campaigns@studentminds.org.uk  //  F: facebook.com/studentmindsuon

The Welfare Network

The Welfare Network promotes positive wellbeing and mental health across campus. They run campaigns and events, such as; Wellbeing Cafés, Stress-less and Sexual Health Awareness.

Facebook: www.facebook.com/uonwelfarenetwork  //  Email: suwelfare@nottingham.ac.uk

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Facebook: www.facebook.com/uonwelfarenetwork  //  Email: suwelfare@nottingham.ac.uk
TERM ONE

Saturday 19 October, 10am - 4pm
Course Rep training. Come along to training to learn how to be a great Course Rep.

Ask your school for the exact date!
First LCF. These forums happen once a semester, and are your main opportunity to feedback to your school.

October - November
Undergraduate Annual Monitoring surveys. We’ll ask you to help us compile a student submission for your school’s Annual Monitoring process. It’s your chance to let us know how your school is getting on.

October - November
Faculty forum meetings. Meet other reps in your Faculty and share your feedback and ideas for change with your peers.

November
Union Council. Bring your ideas for change along to this meeting. Students vote on what ideas will become Union Policy.

December
Scrutiny Panel. Your opportunity to hold the full-time Officers to account. If you have a question for your Education Officer, come along and ask it.

December
End of term deadline for all termly report submissions.

TERM TWO

January
Nominations open for University Oscars. Celebrate the great work of staff and your fellow academic reps in your school: nominate them for an Oscar.

Ask your school for the exact date
Second LCF. These forums happen once a semester, and are your main opportunity to feedback to your school.

January
Union Council. Bring your ideas for change along to this meeting. Students vote on what ideas will become Union Policy.

February
Postgraduate Annual Monitoring surveys. We’ll ask you to help us compile a student submission for your school’s Annual Monitoring process. It’s your chance to let us know how your school is getting on.

February - March
Faculty forum meetings. Meet other reps in your Faculty and share your feedback and ideas for change with your peers.

February - April
Education Rep elections, and full and part-time officer elections. Nominate yourself for a position, or just get voting! Don’t forget to have your say in choosing the students that represent you.

March - April
University Oscars nominations close and judging panel held.

April
Scrutiny Panel. Your opportunity to hold the full-time Officers to account. Want to know what your Education Officer has been up to? Come along and find out.

3 April @ 5pm
Nottingham Advantage Award Accreditation deadline. All paperwork must be submitted by this date and time to allow you to be eligible for the award.

April
End of term deadline for all termly report submissions.

TERM THREE

Near the start of term
Faulty forum meetings. Meet other reps in your faculty (this is the final one of the year)

Ask your school for the exact date!
Third LCF. These forums happen once a semester, and are your main opportunity to feedback to your school.

May
University Oscars event

June
Handover documents to be filled in for 2020/21 Reps.

Sorting through the issues

After researching any problems or ideas you have and collecting feedback, here is a handy guide with some example scenarios that you can use to help you reach a solution.

If you’re ever unsure, you can always ask your Education Rep for help.

Majority

Issues and ideas that are supported by the majority of students but that can be solved quickly and informally don’t need to go to the LCF.

e.g. The room isn’t big enough for all the students on the module – Talk to Student Services to see if they can schedule another room.

Work with your course-based society or Talk to your lecturer.

Informal

Minority

Issues or ideas that only affect the minority of students (or that are not directly course related) and can be resolved informally should be signposted to a relevant service.

e.g. A student is having trouble budgeting and is worried that they might have to drop out – Refer to Students’ Union Advice.

Students’ Union Advice or Students’ Union Advice or Personal Tutor or Welfare Officer.

What if you aren’t happy with the resolution? Is this something that your Education Reps, Faculty Reps or Education Officer could help with? Have a look on the ‘Useful Contacts’ page for information on places you could refer students to.