

Student Representatives

Handbook for Course Leaders and academics working in partnership with students **2023-24**

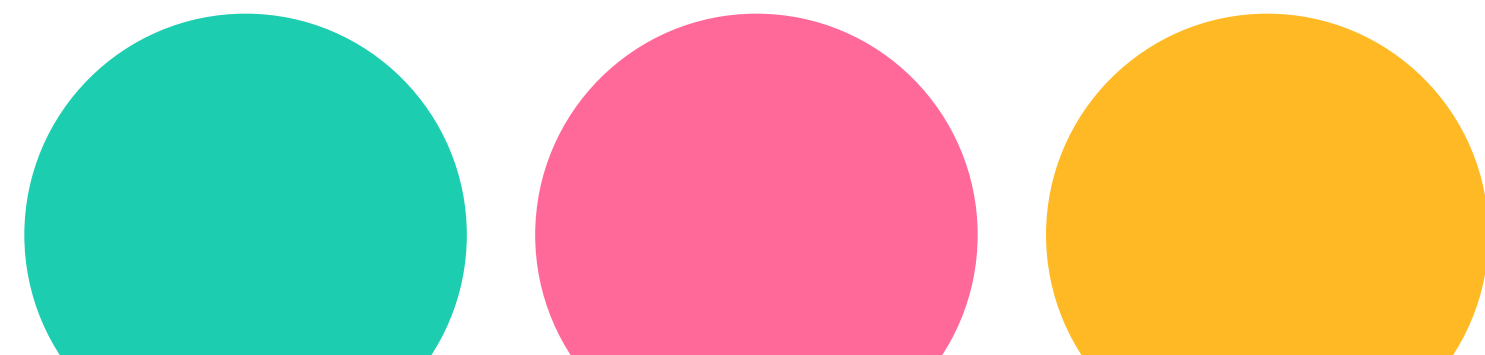


[londonmetsu.org.uk](https://londonmetsu.org.uk/studentreps)
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Welcome

This handbook's purpose is to clarify how the Student Representative system, part of the wider Student Voice, works at London Met as we approach academic year 2023-24. Its purpose is to brief academic colleagues with the same information and background we provide to Student Reps throughout the year.

This handbook has been refreshed for the new academic year to reflect the positive changes and improvements to both the University and the Students' Union in relation to student voice. It is not exhaustive; however, we hope it provides a clear and concise rundown of how Reps work, and the roles and responsibilities of all stakeholders. London Met Students' Union (LMSU), the schools and the wider University community work in partnership to facilitate student representation at London Met. Feedback from our students and their Reps, dialogue between students, staff and other stakeholders, and a partnership approach contribute immensely to the ongoing development of the University and its mission statement. We believe that the quality of the education our students receive must be everyone's first priority.

We cannot overstate how much we value the support and assistance that we get from Course Leaders and other teaching staff in terms of briefing your students on Student Reps, facilitating the election of Reps, and the ongoing work you do to support student voice at course level across London Met. We are extremely grateful for all your assistance, and we appreciate how much academic staff have to cover during the two relatively short semesters that make up the academic year. We hope that you will find this staff handbook useful and that it might answer some of the questions you may have. Having worked together to successfully navigate the last academic year, we are looking forward to the new year and how we can continue to grow our partnership working with academics and students at the university. Please stay in touch and let us know if you have any questions. We look forward to working with you again.



Eddie Rowley
(he/him)

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

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Welcome to London Met Students' Union (LMSU)

Who are LMSU?

LMSU is the voice of students at London Met. We provide a wide range of activities, services and opportunities for our students. We are a democratic, student-led organisation that is independent from the University. We are led by a team of full and part-time elected student officers. All students are

automatically members from the day they enroll with the University and can join our student groups and student voice activities, access our services or run for election for one of our leadership roles. We are based at Holloway and Aldgate campuses and also operate remotely.

Student Reps

A key purpose of LMSU is facilitating student voice through representation. We speak on behalf of London Met students in order to advance the interests of students to both the University and to the wider community. Student Reps play a crucial part in this and can

make a real difference to the student experience of other students on their course, in their school and across London Met. Student Reps are the voice of the students they represent. Being a Student Rep is a great way to advance both personal and professional development.

What do we do?

We are the representative body for students at London Met. We represent our members, negotiate, lobby and campaign for positive change on their behalf. Our Full-time Officers hold remits based around Education, Activities and Opportunities and Equity and Welfare. Our Part-time Officers represent our four main liberation groups - Women students, LBGTQ+ students, Disabled students and Black, Asian and Minority Ethnic

(BAME) students. We also facilitate student groups such as societies and student media. Our Advice Service offers free, confidential and impartial advice and individual representation on a range of University-related issues such as appeals, complaints and misconduct as well as lots of useful information and advice on a wide range of safety, welfare and wellbeing topics on our webpages. We provide in-depth skills and other training for all our volunteers.

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.

Academic Quality and Development



AQD is the team within the University responsible for assuring standards of quality across the institution, as well as building a culture of quality enhancement.

AQD supports course teams to validate courses, among other key pieces of work. One of those pieces of work is embedding student voice throughout the University, and we work in partnership with LMSU and University staff to achieve this, principally through the development of the Student Partnership Agreement. AQD also works regularly with Student Curriculum Partners and with students who join us on validation and periodic review panels.

AQD is a department within the University's Academic Registry. The Academic Registry also covers areas such as Student Records, Timetabling, our Academic Regulations and assessment boards.

The Quality Manual is a document you can refer to for all our Quality Enhancement (QE) processes, from validation of new courses to collaborative provision.

The Quality Manual can be found here:

[Quality Manual - London Metropolitan University](#)

What is a Student Rep?

Student Reps are elected to represent students' views and provide feedback regarding their course, teaching, school and the wider university.

They act as a communication channel between the cohort (students on their course in the same year) and staff. They identify and raise issues on behalf of their cohort with teaching staff and work collaboratively to find resolutions. Being a Student Rep is also about sharing best practices 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. Here are some of the responsibilities of the Student Rep: To read the full role description, click [here](#)



Student Rep support: School Rep Assistants

Student Reps main contact point within LMSU are our team of three School Rep Assistants (SRAs).

They are student staff who work ten hours a week during term time to support and facilitate Student Reps across the schools. They stay in regular correspondence with Reps, help facilitate training and act as a liaison with our full-time Officer team if Reps need support regarding any issues students have.

Each SRA looks after two schools as stated below. Both Student Reps and Course Leaders should liaise with the SRA for their school in the first instance. The School Rep Assistants work closely with and are supervised by Eddie Rowley, LMSU Student Voice Coordinator e.rowley@londonmet.ac.uk

Margarita Damai
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Sharanya Ratnam,
School Rep Assistant for School of Social Sciences and Professions and the School of the Built Environment



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Student Rep support: Full time Officers

LMSU has four Full-time Officers, often called Sabbatical Officers. They are current London Met students who have taken a year out ('a sabbatical') or may have just graduated.

They are elected in the annual March Leaders Election and hold remits based around Education, Activities and Opportunities and Equity and Welfare. The Vice-President (VP) Education's role is very much focused on working closely with Student Reps.

The Full-time Officers work closely with the School Rep Assistants, with the latter keeping the former up to date on Student Rep and related issues in the Schools. Tammika Chambers the VP Education will usually lead on larger education-related issues which Student Reps may originally raise.

Full-time Officers are there to support Reps who are of course all volunteers. They can attend course committee meetings (CCMs) and other similar meetings. They are requested to inform Course Leaders if so and we ask Course Leaders to encourage Student Reps to seek this support and welcome full-time officers or the School Rep Assistants to such meetings.

Awesome Olasepe (he/him)

LMSU President

✉ president.su@londonmet.ac.uk





Tammika Chambers (she/her)

VP Education

✉ su.education@londonmet.ac.uk



Manpreet Kaur (she/her)

VP Activities and Opportunities

✉ su.aando@staff.londonmet.ac.uk



Mojahar Ali (he/him)

Vice President of Welfare and Equity

✉ su.eandw@londonmet.ac.uk

Communication between LMSU and Course Leaders

LMSU via the School Rep Assistants and Eddie Rowley, Student Voice Coordinator (Representation and Democracy), primarily liaise with Course Leaders regarding Student Reps.

Each summer we will ask for a list of Course Leaders per school from the School Offices and then use that for our correspondence. Therefore, we rely on these lists being up to date. Please work closely with your School Office to assist them in keeping these records accurate.

Please also remember that LMSU is an entirely separate organisation to LMU. We do not share the same admin support and information exchange between the two organisations is limited. Therefore, please do follow our instructions

with regard to passing Student Rep data to us. Please note the School Offices and LMSU are entirely separate entities.

If a new Course Leader arrives or a colleague steps up to the role, or you suspect that a Course Leader (or perhaps yourself) is not receiving regular email updates from the School Rep Assistants or Eddie Rowley, please let us know ASAP so we can check / add any new names to our emails list.

You can email Eddie via e.rowley@londonmet.ac.uk



Recruitment and election of Reps

For continuing cohorts e.g. level four courses (1st year) going into level five (2nd year), we ask the Course Leader to facilitate the election of Student Reps in May so that the Reps are elected and in place ready for the new academic year.

This has a number of advantages. We are able to start work with training and supporting Reps right from September onwards, rather than having to wait until they can be elected in September/ October. Please remember this and action the election of next year's Reps in May 2024 if relevant.

For cohorts where this is not viable such as new level three or four cohorts starting at LMU or when new students join an existing cohort, we ask Course Leaders to facilitate the election of Reps during the first four weeks teaching of their academic year. It is important that this deadline is

met as we need to train and support your Reps ready for the Course Committee Meetings and other important milestones in the year. For semester two (February) start courses we set a similar deadline four weeks into teaching.

**Semester one (Sept) start cohorts:
Friday 20th October 2023**

**Semester two (February) start cohorts:
Friday 16th February 2024**



Suggested timetable for the 2023/24 Rep elections

Welcome week (W/c 18th Sep 2023)

Course Leaders mention Student Reps and the need for a Rep for each level of the course during the initial welcome/core module introduction sessions. LMSU also carries out introductory talks during the welcome period and runs a publicity campaign both on-campus and online to promote Student Reps.

Guidance on electing Reps for Semester Two starters will be circulated early in 2024, but will be similar to AY 2022/23

Weeks 1 + 2 (W/c 25th Sep and 2nd Oct)

Course Leaders to formally introduce the role of Student Reps at a point when they have some time to discuss it in more length and when all students are present. Course Leaders to circulate some reading material via Weblearn or email to potential Reps for them to read, namely the following:

- Student Rep role description
- Recruitment presentation
- Recruitment video
- Contents of the Student Rep Handbook

All of the above information is on our website at:

<https://www.londonmetsu.org.uk/studentreps/>

Weeks 3 + 4 (W/c 9th + 16th Oct)

Cohorts to be given sufficient notice to consider if they would like to be the Student Rep. They should be told the day the election will take place and ensure all students are given the opportunity to put their names forward. This should happen during a core module session or similar when all members of the cohort are present in order to give equality of opportunity to all students.

Then a vote should be taken for Student Reps. This could be a show of hands, paper ballots (each student writes the name of their choice on a slip of paper) or you could use the poll facility on collaborate or a similar free ‘

polling’ website. The important thing is that the Student Reps are elected democratically and that all students have had the opportunity to stand for the position and to vote. Course Leaders should elect sufficient Student Reps so in their view the course is properly represented, one per level could be a starting point. You may use your discretion here, especially for larger courses or if two students have asked to share the role.

Deadline to return Student Rep details via [this form](#) is Friday 20th October 2023.

Returning Rep details to LMSU — Important

Course Leaders are requested to return the names and details of their Student Reps via [this form](#). Eddie Rowley will circulate full information and further instruction on Monday 25th September 2023.

You must fill in the above form for each and every Student Rep. Do not send their details via email. The reason for this is that collecting 500 Student Rep details from over 150 Course Leaders is a considerable challenge. We have a system to make this manageable so please use it.

Reps from last year will NOT be on the 2023-24 list unless you add them. You must re-add the names and details of your Student Reps if they are 'carrying on' from last year. The only exception to this are Reps who you elected in May 2023 ahead of the 2023-24 academic year and whose details you have

already returned to us using the correct form. If in doubt, add them again and we can always remove duplicates our end.

If a Student Rep is not on our list, then they will not be receiving training, support or any invitations to get involved in other parts of LMSU such as the Student Council, and will not receive their end-of-year certificate or have their contribution added to the degree transcript. The full list of Reps for 2023- 24 will be shared with you by email by Eddie and/or your School Rep Assistant. You can email us to request access if you wish.

Margarita Damai
School Rep Assistant for Guildhall School of Business and Law and the School of Human Sciences



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School Rep Assistant for School of Social Sciences and Professions and the School of the Built Environment



schoolrepsSSSP@londonmet.ac.uk

The final deadline for all Student Rep details to be returned is **Friday 20th October 2023**

Encouraging students to become reps

We appreciate that this isn't easy! However, we hope the below will help you to get some students interested and the position successfully filled. Here is a summary of background information useful for everyone to know:

All promotional and publicity information for recruitment of Student Reps will also be found on this site:

<https://www.londonmetsu.org.uk/studentreps/>

Three main hooks to use:

Help yourself:

Being a Student Rep means you will gain valuable knowledge, skills and experience. This will help you maximise your time at London Met and equip you with employability skills you can evidence when applying for jobs. Being a Student Rep also provides you with the opportunity to meet new people and be part of a wider community of Reps.

Help your University:

Be proud of London Met and contribute to the significant improvements happening at the institution. Be part of the change and make the University that will award your degree as good as it can be.

Help your fellow students:

You can be a force for change, help others and make a difference to other people's lives. Help to improve the experience of all students at London Met.

What do reps do?

- Reps are elected to represent students' views regarding their course, teaching, school and the wider University
- Reps identify and raise issues on behalf of their peers to Course Leaders and other relevant staff. They work collaboratively with staff throughout
- Reps provide feedback from the student body and act as a communication channel between schools and students
- Reps support the dissemination and sharing of best practice across the University
- Reps engage as much as possible in decision-making processes, and work with different areas of both LMSU and University to this end
- Reps also signpost students to other sources of help and support they may need. A signposting guide can be found at the back of this handbook
- A copy of the Student Rep Role Description can be found here

Resources to help in the election of Student Reps:

- Reps are expected to attend a training session at the start of the semester. This is a two-hour session which gives Reps all the basic tools they need to be successful. The training covers the role of a Rep, working with their cohort, identifying issues, raising issues and negotiating solutions, signposting and safeguarding. There is also an on-line on-demand training option
- Reps are expected to attend Course Committee Meetings and if possible other Student Rep get-together's hosted by both LMSU and the University
- As well as these above events, Reps are expected to liaise on an ad-hoc basis with their cohorts and provide feedback and raise any relevant issue with their teaching staff on an ongoing basis
- Being an effective Rep is not a heavy time commitment. The role is limited and many of the issues Reps will encounter will be on questions outside their remit, where only simple signposting or referral is needed
- Student Reps are expected to update their cohorts regularly on what they are doing in the role – 'closing the feedback loop'



What are the benefits of becoming a Student Rep?

By becoming a Rep, students can:

- Directly improve the student experience on courses and teaching at London Met by working in partnership with us
- Make a difference and to help others
- Gain valuable experience which they will find useful in the future. It is something they may mention on their CV and when writing job applications
- Develop transferable skills such as negotiation skills, problem-solving and building professional relationships in the workplace
- Learn about how higher education works in the UK, hold their institution to account, and scrutinise processes and decision-making
- Achieve our Student Rep Accreditation which means their efforts are formally acknowledged on their degree transcript when they graduate
- Apply for paid work which is offered to Student Reps such as sitting on course validation panels.
- Get involved in LMSU, meet new people and make new friends beyond their course cohort
- Receive a Rep lanyard!
- Be invited to LMSU volunteer socials

- Attend and have the opportunity to lead sessions at the Annual Student Voice Conference
- Be nominated for Student Rep of the Year at our annual LMSU Awards Ceremony

We find that informing students of the skills and experience they can gain, and in particular employability skills, is a very effective way to encourage students to become Student Reps. Being a Student Rep is a great way to develop many skills, including decision-making, public speaking, communication and networking skills and gives students valuable experience that they can use when applying for jobs.

Feel free to invite one of us!

Feel free to invite one of us! Also, feel free to invite Eddie Rowley or your school Rep Assistants to speak to your cohort to encourage interest in becoming a Student Rep. Please invite us in good time and provide date, time, location and details of the cohort. We will do our best to attend.

Course Leaders and Student Reps working together

The Decision-making flowchart later in this handbook is the basis of the training we give Reps on how to work with their Course Leaders and other academic colleagues. We also advise them:

- Reps should remain professional and courteous at all times. No student or staff member should be mentioned by name in any public forum in a critical way
- University resources, including staff, are finite. Sometimes resources have to be prioritised and that is the reality of the HE sector. Some issues cannot be realistically resolved; the emphasis should be on working together to find ways to mitigate the impact of any concern they may have
- Reps are reminded of the limitations of their role and are always encouraged to signpost students to other services as and when required. See the signposting guide at the end of this handbook
- Reps should raise issues at the appropriate level: lecturer, module leader, course leader and so forth. Wider issues may also need to be raised with the Head of Student Experience, often in conjunction with LMSU's Full-time Officers. We do not encourage students to 'go straight to the top' i.e. to the Head of School or VC level unless there is a relevant reason to do this
- The best (and only) way to effectively raise and resolve issues is to raise them in dialogue with the appropriate staff member. The issue should be discussed in a constructive, mutually respectful and professional manner
- We really encourage Reps and academic staff to build strong working relationships and ask both parties to be proactive in facilitating this and to suggest regular meetings and catch ups where dialogue can be best facilitated - often over a coffee (or a virtual one!)
- That the University is committed to greater partnership working and the values of the 'Student Partnership Agreement' should be reflected in how we work together to support the student voice

Weblearn: Course Site

One of the issues students and Student Reps frequently tell us is that students don't know who their Reps are and Reps tell us they struggle to communicate with their cohorts.

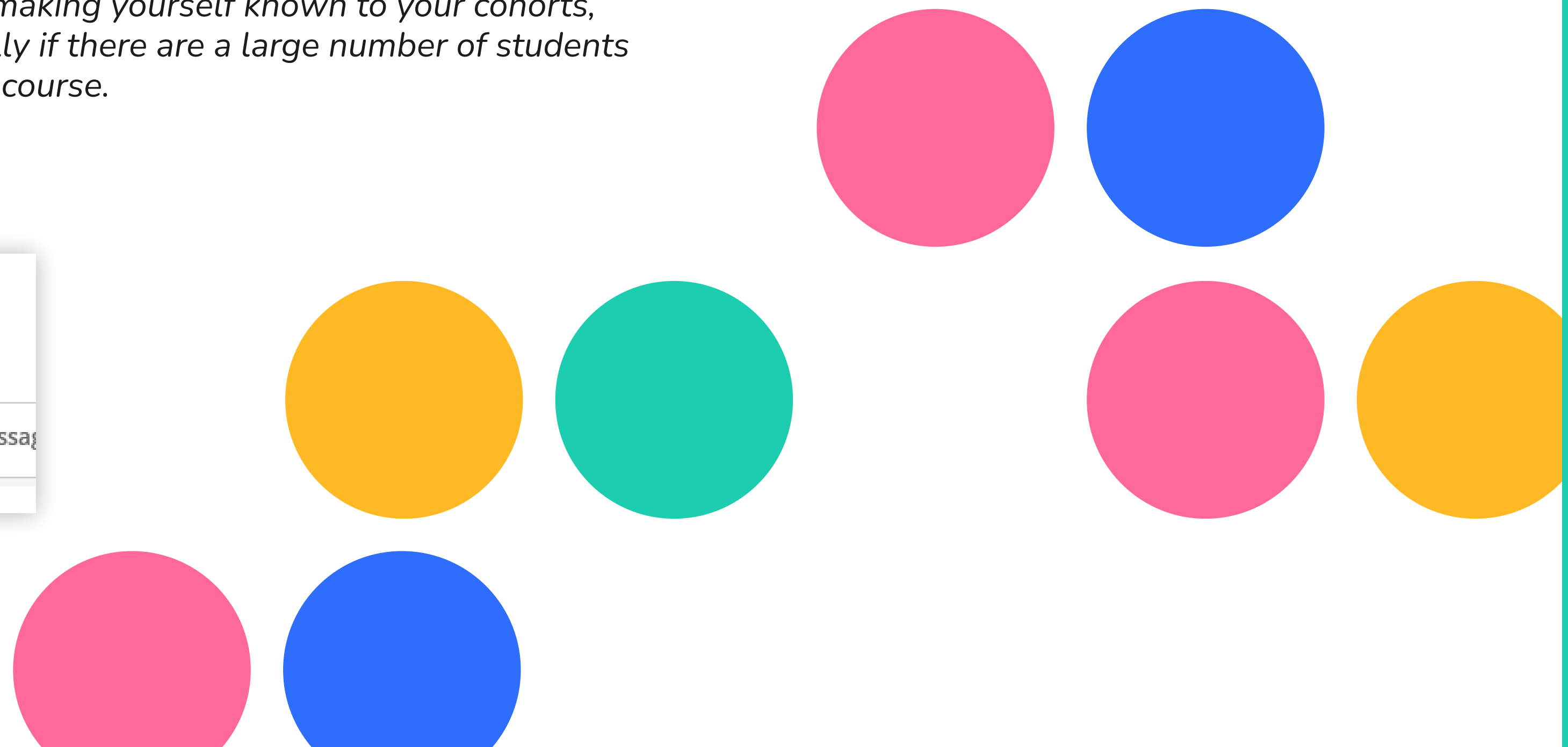
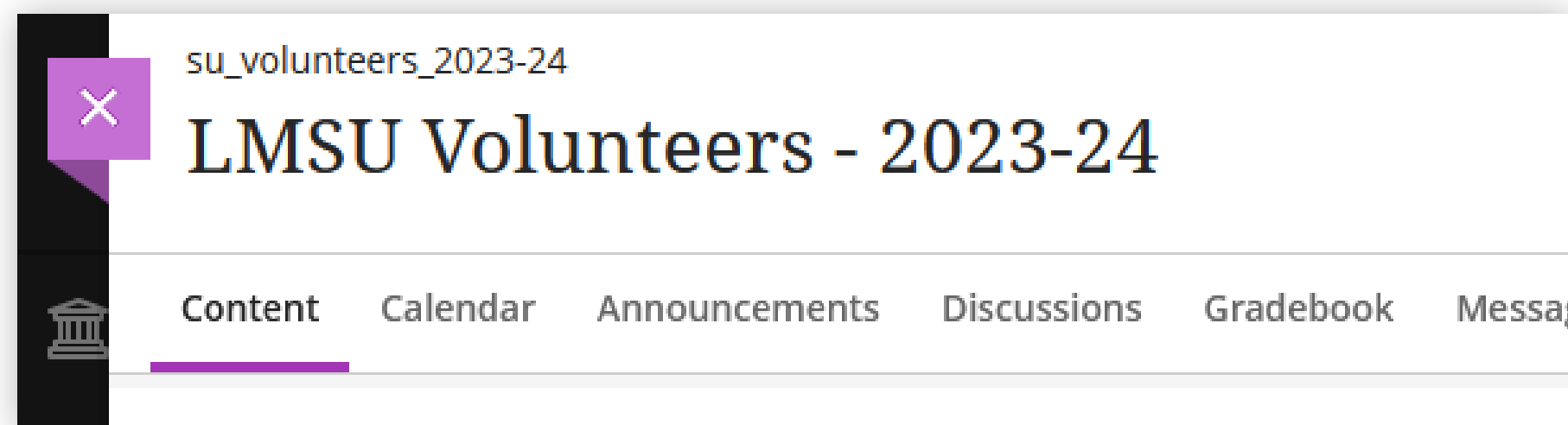
This is especially an issue as there are GDPR implications in handing over email lists, which means we can't do that. The Course Site feature on Weblearn can significantly help with both of these issues. Here is the information we give to Student Reps in the student version of this handbook:

All students (and Student Reps) also have access to a Course Site Organisation on Weblearn where they can find information about their course. In the 'About your course' section there is a page for the 'Course Team Details', if you would like your contact details added to this page please contact your Course Leader and ask them to add your name, role and email address.

LMSU strongly recommends that you do liaise with your Course Leader so to get yourself mentioned on the Course site. It is a very effective way of making yourself known to your cohorts, especially if there are a large number of students on your course.

Please suggest to your Reps that they appear on the Course Site and help facilitate this. The Weblearn Team can advise you if you need any technical support:

Weblearn Support
weblearnsupport@londonmet.ac.uk



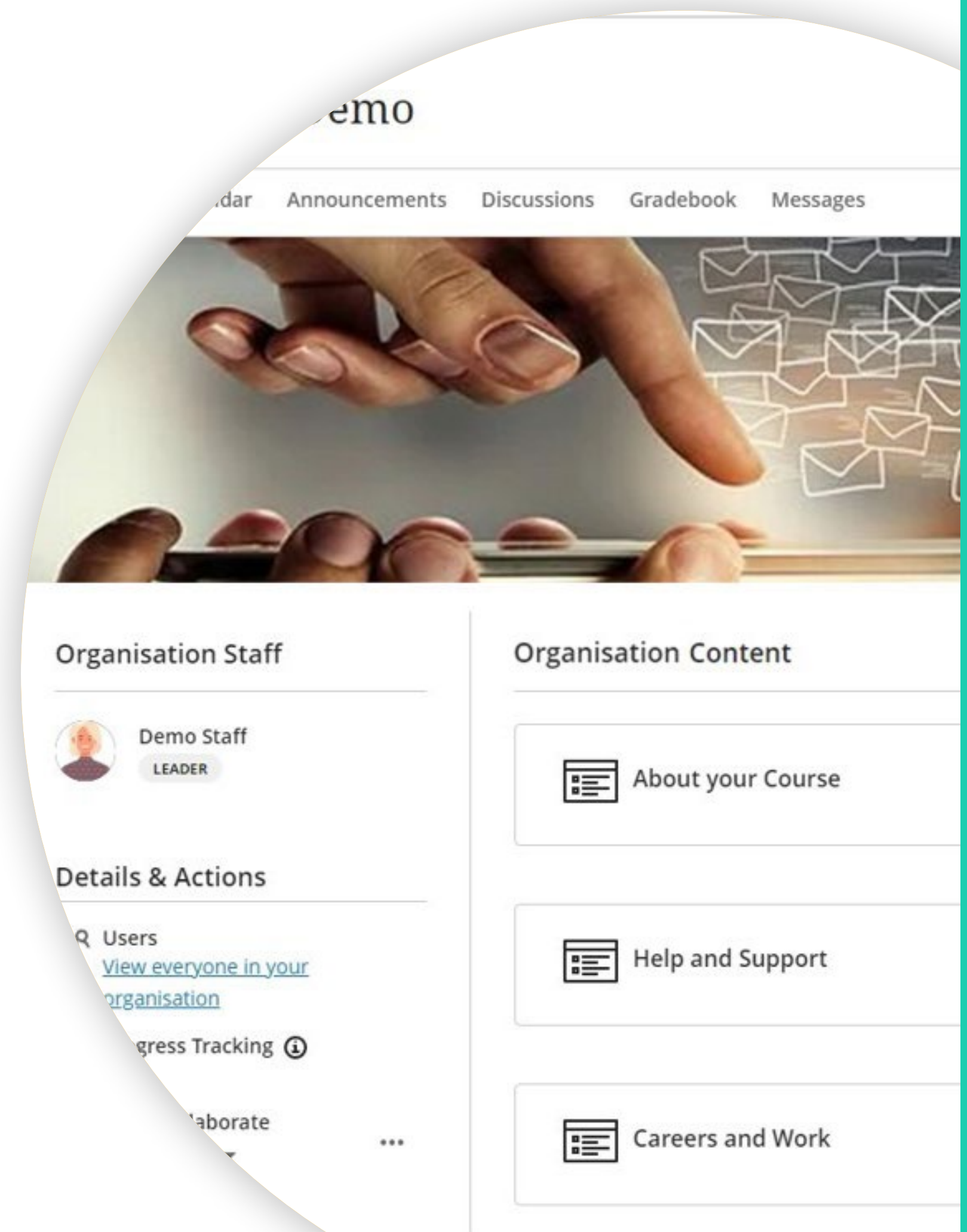
Weblearn: LMSU Volunteers 2023 – 24

LMSU Volunteers 2023-24 is a Weblearn Organisation maintained by the Students' Union. It is a training portal for all LMSU volunteers such as Student Reps, Student Council members and Student Group (societies and Verve Media) Leaders.

Student Reps will be enrolled shortly after they become Reps. It will appear on their Weblearn next to their modules and is accessible in the same way. It contains:

- Student Rep, Student Council and Student Groups 'on-demand' training
- Safeguarding training
- Supporting Mental Health and wellbeing training
- Equality and Diversity training
- Recordings of live training session for them to watch in their own time
- LMSU Volunteering Policy and Volunteer Handbook
- Other skills-based training

Any student can be enrolled on LMSU Volunteers 2023-24, not just Student Reps. To be enrolled on it they can contact a School Rep Assistant to request this.



Student Rep training and support

All Student Reps are required to attend new Rep or refresher training. We update our training yearly to reflect changes at the institution and in response to feedback.

We will run a series of live training sessions in 2023-24 as well as our 'On demand' training which will be available at any time online via Weblearn. The training will prepare Student Reps for the year ahead and will give them 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.

The training has proved very popular with nearly 90% of Reps agreeing that they had been provided with the support and training they needed to effectively undertake their roles in our most recent volunteer survey.

Encourage your Student Reps to attend training

It is always a challenge convincing Student Reps to complete their training. Please assist us in this by asking your Student Reps if they have attended training and, if not, advise them to do so. Information on forthcoming live training sessions and also how to access the LMSU Volunteers 2023-24 Weblearn Organisation is available here.

“The training was very good and really prepared me well for the role – thank you!”

Ali, School of Human Sciences

Accreditation

We offer an accreditation for our Student Reps.

Student Reps who contribute regularly by attending training, school-wide meetings and generally contributing well in their role are rewarded with accreditation. This takes the form of including their Rep role on their degree transcript. Other LSU volunteers can also achieve this accreditation.



Change of circumstances

We make Student Reps aware that their role is voluntary and that if they feel they do not have the time to commit to the role then they do not have to.

We encourage students to 'job share' the role if they wish and that if they do not feel they can continue at all, that they should contact the course leader who we ask, with our support, to convene a fresh election to elect a new Rep. Don't forget to add any new Rep's details via this [form](#).

Likewise, we are also aware that something difficult can come about where the course leader and/or cohort may not be happy with a Student Rep's performance. This might be a lack of engagement with the cohort, non-attendance at events such as training and meetings or acting outside the brief of a Student Rep.

Often, having a second Rep elected can help with this so a second voice is carrying out the duty who may be more engaged. Generally, we find that these situations can be managed through dialogue with the Rep in question so we can work together to find a solution.

If this were to come about please contact Eddie and we will discuss it as a way forward in line with the provisions outlined in our [Volunteering Policy](#).



Feedback and Representation

Please note, the rest of this Course Leader handbook is taken directly from the Student Rep handbook and is therefore written in language directed at Student Reps rather than teaching staff. It is provided for your information and reference.

A key part of your role as a Student Rep once you've been trained is speaking to your 'cohort' i.e. classmates. The more people you can liaise with the better. Be proactive and try to speak to a cross-section of students on the course.

Tips for Gathering Student Feedback:

- Introduce yourself to the class and let people know who you are and how to contact you
- Try to speak to all students from your level of the course (i.e. the cohort) at the same time - e.g. a core module or other class where all are present
- Liaise with teaching staff to confirm when best for you to address the cohort. The beginning, end or during a break may work well
- Send an email to your class with updates and questions by asking your Course Leader to send it out on your behalf or post it as an announcement on the Course site Weblearn
- 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 circulate a 'padlet' board or an online survey. Almost all students have a mobile device they could quickly use if you provide a QR code
- Use your Course Site Organisation on Weblearn. All of your cohort should have access to it and you can use the discussion board to liaise with them all. Speak to your Course Leader who can help set you up on this



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 Student 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:

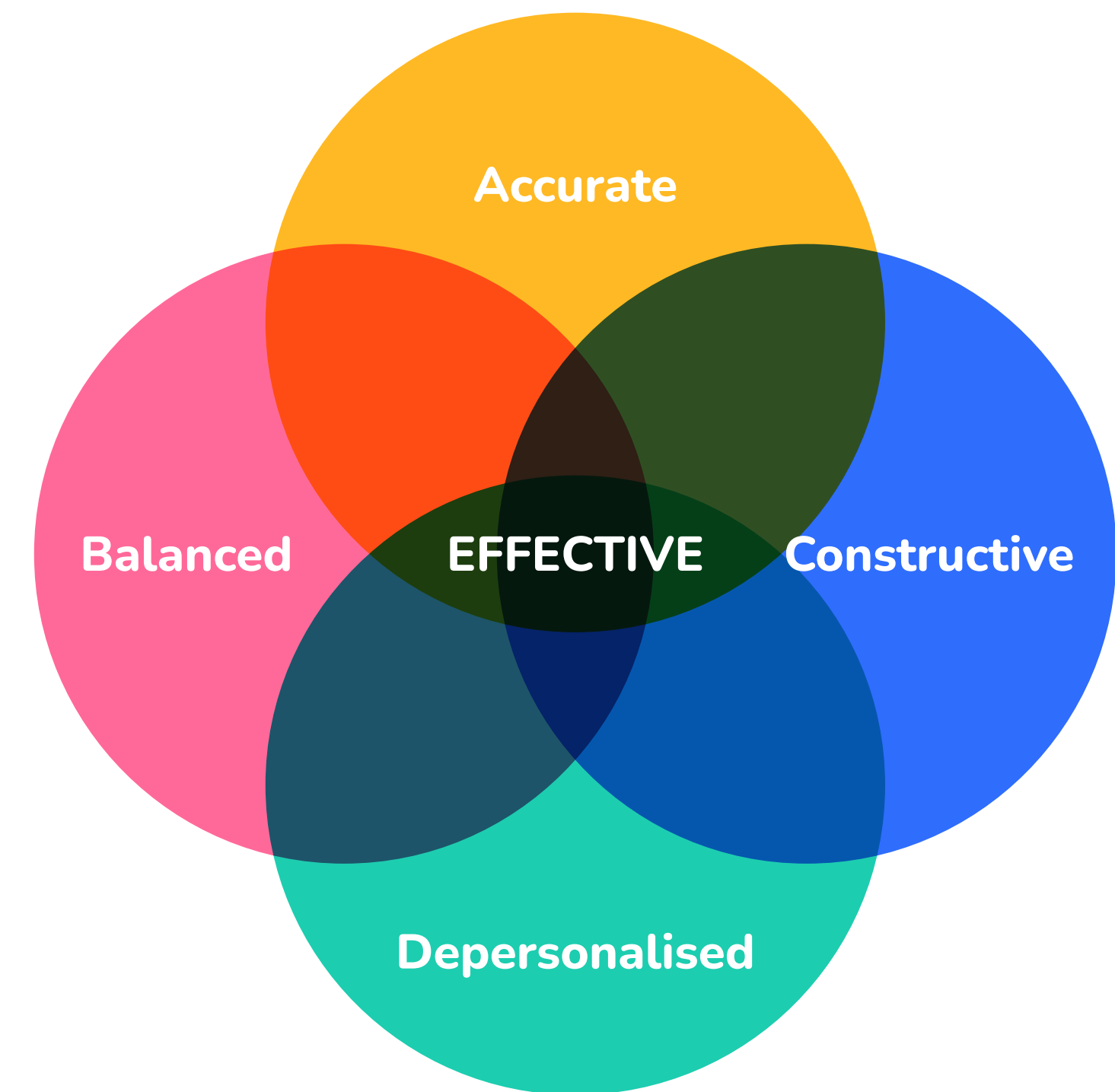
We shouldn't only pass on negative comments to staff, even if that's what you see and hear from other students. Make sure not to be one-sided. Having a balanced perspective will help you work in partnership with staff to get things changed for the better.

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

The five 'R's of Representation

In the process of gathering and presenting accurate, balanced, constructive and depersonalised feedback, it is likely you will find various issues you need to raise on behalf of your cohort with your Course Leader or other teaching staff. Here is a handy guide to help you in this process:

Reach out – students need to know who you are, how to contact you, know who you are, visibility, awareness stalls, drop-ins, social media presence, class visits, surveys and polls

Research – is an issue widely felt (numbers), deeply felt (does it matter), evidence, data, testimony

Raise – Identify the person(s) to raise it with and raise it

Record – record what you did, who did you speak to, what did you say, when evidence did you use, minutes (notes) of meetings, what was the response, by whom and when?

Report – Close that feedback loop! - Inform the students(s) who raised the issues in the first place what you have done on their behalf e.g. What steps you have taken? Who you spoke to? What was the response was? What is going to happen now?

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 a key part of a Student Rep's responsibilities and you should be making every effort to attend them.

- Ask your Course Leaders when your Course Committee Meeting is and put it in your calendar/diary. If it is at a time that you cannot make, ask for it to be rearranged and provide your availability.
- CCMs 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. They are also a chance for you to find out important information, have a say on prospective changes and influence the future of your course.
- CCMs are supported by admin staff from the school offices, they should be taking the minutes and actions, and should also be sharing those minutes with everyone who was invited (even if you couldn't attend) so 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 your cohort (students on your course in your year) that the CCM is approaching and gather feedback and any issues which you may need to raise on their behalf. After the 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 (closing the feedback loop).
- 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 or themed meetings

The University and LMSU work together to run regular Student Rep meetings. These are sometimes arranged for the Reps from each school and sometimes for all Reps but with themed meetings, with specific topics being discussed.

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 2023-24, 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. Perhaps there is an issue in your school that

should be discussed at a Student Rep meeting. If so, speak to your School Rep Assistant and let's make that happen.

To summarise Course Committee Meetings (CCMs) is where the nitty-gritty issues affecting your courses are raised, whereas the School-wide meetings are focused 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 and Members 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, directly elected members and Student Group leaders. The Student Council discusses, and debates issues close to the hearts of students and can set policy for LMSU. It holds the full and part-time elected officers, or the 'executive' to account and helps to support their work. Student Reps can be elected to represent their schools on the Student Council, these elections usually take place a few weeks into the semester so around late October to early November. The Student Council itself has many opportunities you can take advantage of, such as becoming Student Council Chair or Deputy-chairperson. For more information on the Student Council, [click here](#).

LMSU Members Meetings

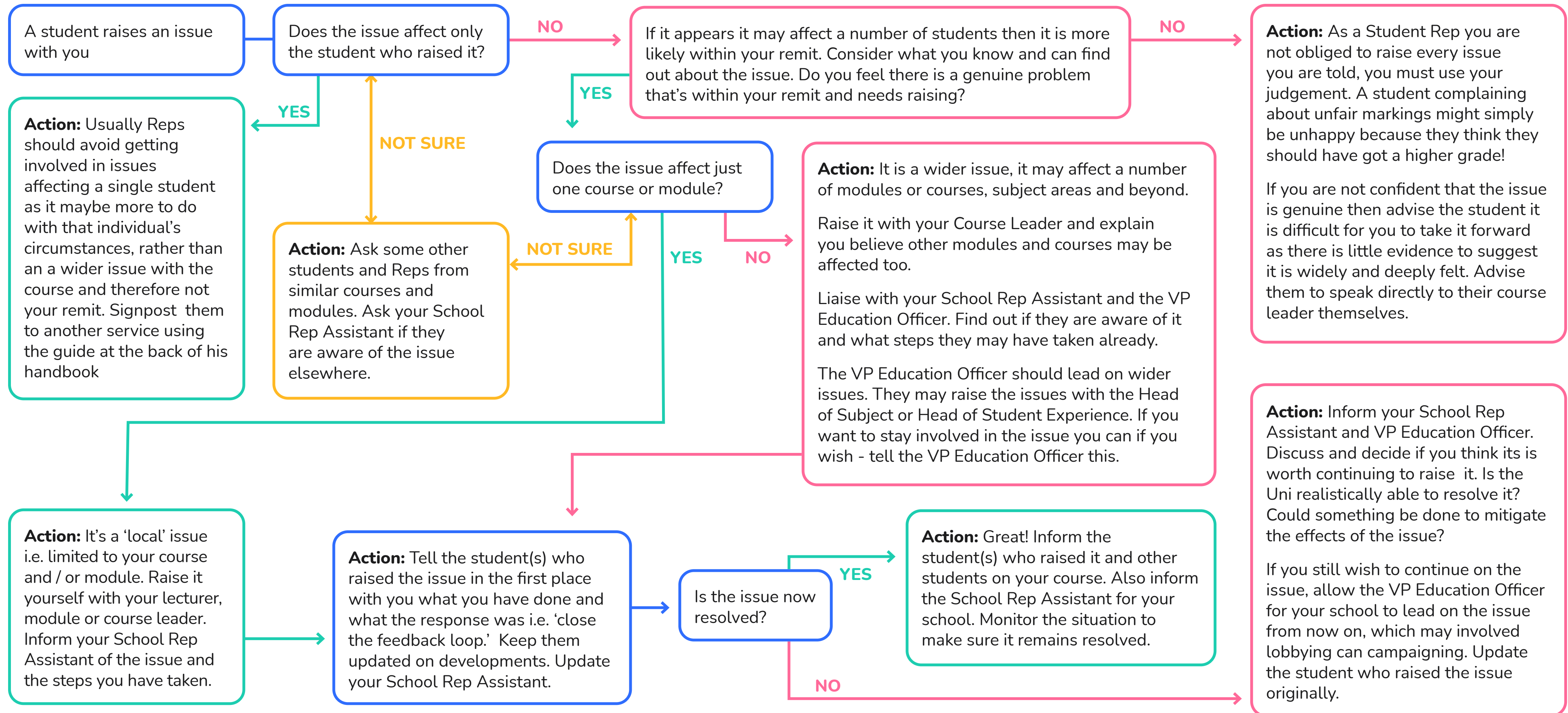
London Met Students' Union periodically holds Members Meetings.

These include our Annual Members Meeting which will take place in semester two of 2023-24. These are great opportunities 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. Any student can propose a motion to a Members Meeting - it's a great way to directly influence what your Students' Union does. For full information on Members Meetings [click here](#).



Decision making

REMEMBER: If you don't wish to represent a student for any reason, just tell your School Rep Assistant and then they can arrange for someone else to do so. This is fine for you to do. If you're not sure about anything, ask your School Rep Assistant



Academic Mentors

Each school has a number of 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. Find out who your Academic Mentor is [here](#).

Kevin Brazant BA (Hons), MA, PGCert, (JNC) FHEA, FRSA

Academic Mentor for the School of Social Sciences and Professions

k.brazant
@londonmet.ac.uk



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/events on a variety of topics such as career planning, CV and application support, navigating assessment centres, interview

skills and much more. 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.

For all queries, please see [Careers website, student zone](#)

[Interactive careers portal](#)

or email careers@londonmet.ac.uk



Library Services: Supporting your academic success

With a wide range of study areas and facilities, access to extensive study materials and helpful and well-informed staff, London Met's two libraries support students and staff in the University.

[Library services](#)

Learning Spaces

You can find our libraries in the Learning Centre, Holloway Campus and Calcutta House, Aldgate Campus. Open [7 days a week](#) during term time, you will find a mix of comfortable, attractive spaces to study on your own or work as a group, as well as access to computers, printing, copying and laptop loans

Support

Helpful and friendly staff at our Library Information Desks as well as email and online chat to answer queries from anywhere in the University or from home

Resources/Collections

Collections are a mix of on-shelf materials and online resources providing access to over 265,000 printed books, 463,000 e-books and 80,000 e-journals titles for you to use

[A-Z of Library E-Resources](#)



Information Literacy and Digital Skills: Academic Liaison Librarians

In Library Services, every student has a dedicated subject-specific Academic Liaison Librarian who will help you with research, finding and using resources for your coursework.

As well as help researching and finding relevant resources for assignments, dissertations and projects the Academic Liaison Librarian will guide you in developing good academic practice, including referencing, avoiding plagiarism and academic integrity. You can find guidance from them online, book 1-to-1 appointments, and may meet them delivering sessions within lectures

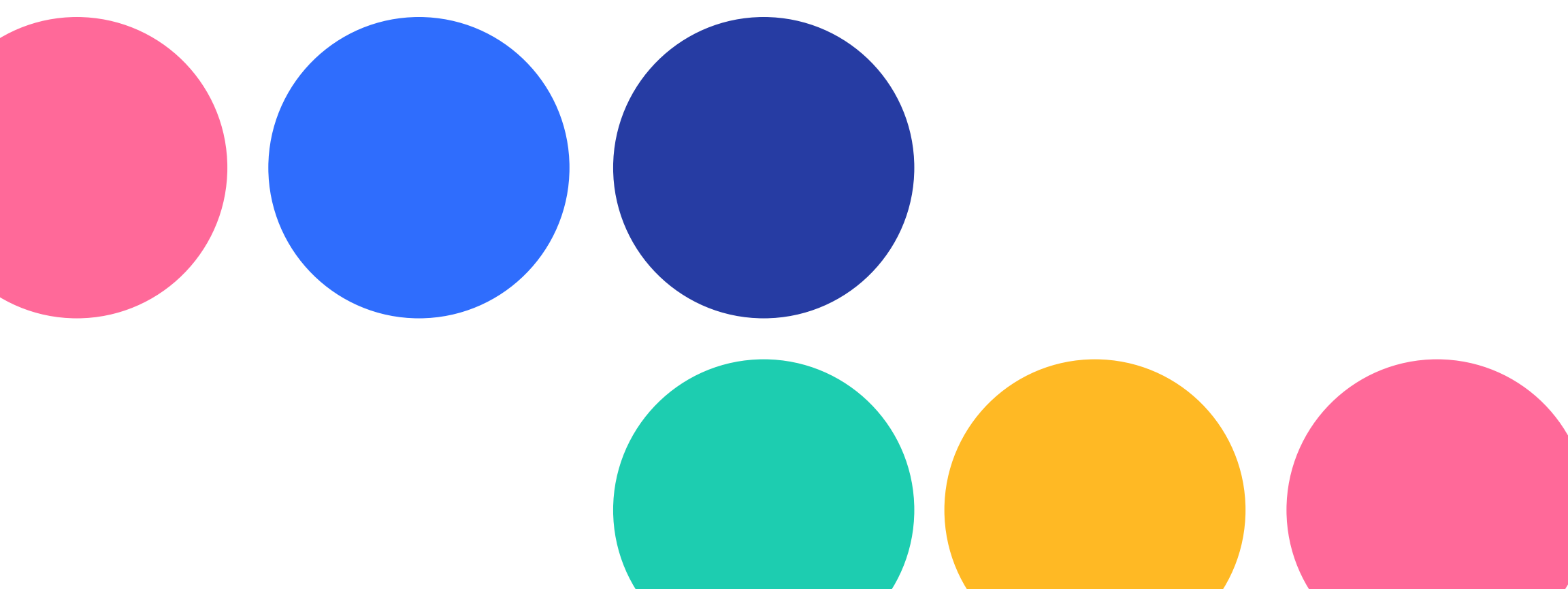
[Subject Guides](#)

[LibraryMatters](#) (info literacy and digital skills guides)



Denise Adams (she/her)

Academic Liaison Librarian



Special Collections: Learning from the Past

The Special Collections at London Met comprise a wide range of rare books and archives for students and staff to research a history of the University, alongside related histories of local business, the Irish in Britain, and different politics, labour history and working-class culture.

Spanning over 170 years, these collections will help your study of subjects like art and design, business and education, but also inspire you to explore themes such as voice and identity, activism, resilience and community. Our experienced team will introduce you to what we hold, offer guidance on how to search collections using our different finding aids, and advise on any further resources available to support your research.

[Discover the collections](#)

[Visit us](#)

specialcollections@londonmet.ac.uk



School Offices

Each [School](#) at London Met has its own dedicated [School Office team](#). School Offices can support our students with anything that might come up during the time of their studies. School Offices aim to provide exceptional customer service and tailored support to each student signposting to additional areas as appropriate.

The School Office team can help with variety of [queries](#) which can include, but not limited to: enrolment, re-enrolment, module registration, Welcome week and timetabling questions, academic references, mitigating circumstances, course transfers, taking a break applications and many more.

Ways to get in touch

Students can also visit their dedicated school office in person or contact us via email.

[Click here](#) to find out more.



Centre for Equity and Inclusion

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 embedding intersectional student data insights into all University and Student Union work streams; developing student partnerships through the Student Curriculum Partner and Success Coach programmes; delivering liberation and awareness campaigns such as Consent, Sexual Harassment and Academic Integrity; and organising inclusivity events such as Pride and Brown Girls Brunch - all in collaboration with the Student Union.

To find out more about the Centre check out our website, twitter and instagram and you can email us

equity@londonmet.ac.uk

Owen Beacock

Associate Director of
the Centre and Head of
Fair Outcomes



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). The SPA gives us a shared language and clearly outlines the values and principles that define how we all work together to ensure students have the best possible experience at London Met.

The SPA is a useful tool to help Student Reps engage with staff and it aims to create more opportunities for the co-creation of solutions that enhance the student experience.

You can find more information about the SPA [here](#) and [here](#).



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 with 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 cause for concern about harm involving a child, young person or adult at risk. If this is the case it is very important that you report it using the University's safeguarding reporting tool, which can be found on [safeguarding webpage](#).

Safeguarding reports may relate to children, adults at risk, radicalisation, violence against women, harassment, hate crime and abuse. For information about LMSU's Safeguarding Policy and procedure [click here](#).

If there is an imminent risk of danger or harm, contact the emergency services by calling 999 and/ or University security teams at Holloway Campus on 0207 133 6666 (or just 6666 from an internal phone) or Aldgate Campus 0207320 3333 (or just 3333 from an internal phone). Most classrooms and lecture theatres have an internal phone in them near the front.

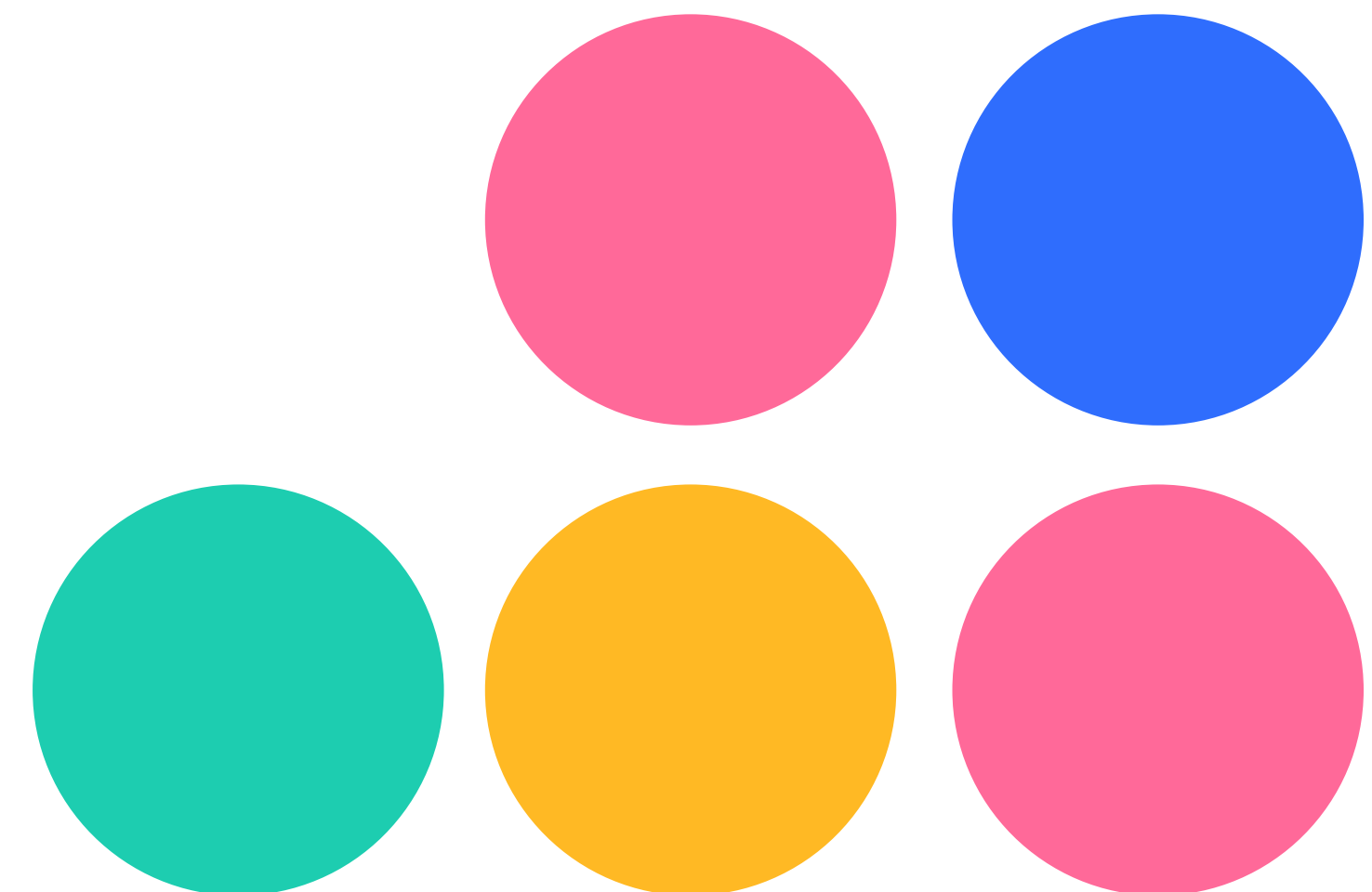
Boundaries

In your role as a Student Rep, it is important to remember professional boundaries and the limited scope of the role. Student Reps are there to be your cohort's voice around collective, academic-related issues, not individual students. Remember when you are wearing your Student Rep 'hat' to stay within its limitations. Signpost a student to other support services if the matter is outside your remit. You may need to make it clear to a student what your role does and does not include as students can often misinterpret your role.

You are not under any obligation to assist any student and should liaise with your School Rep Assistant if you need to and feel free to 'hand over' a matter to them if you wish. Always use your London Met email address for correspondence and do not share your personal mobile phone number.

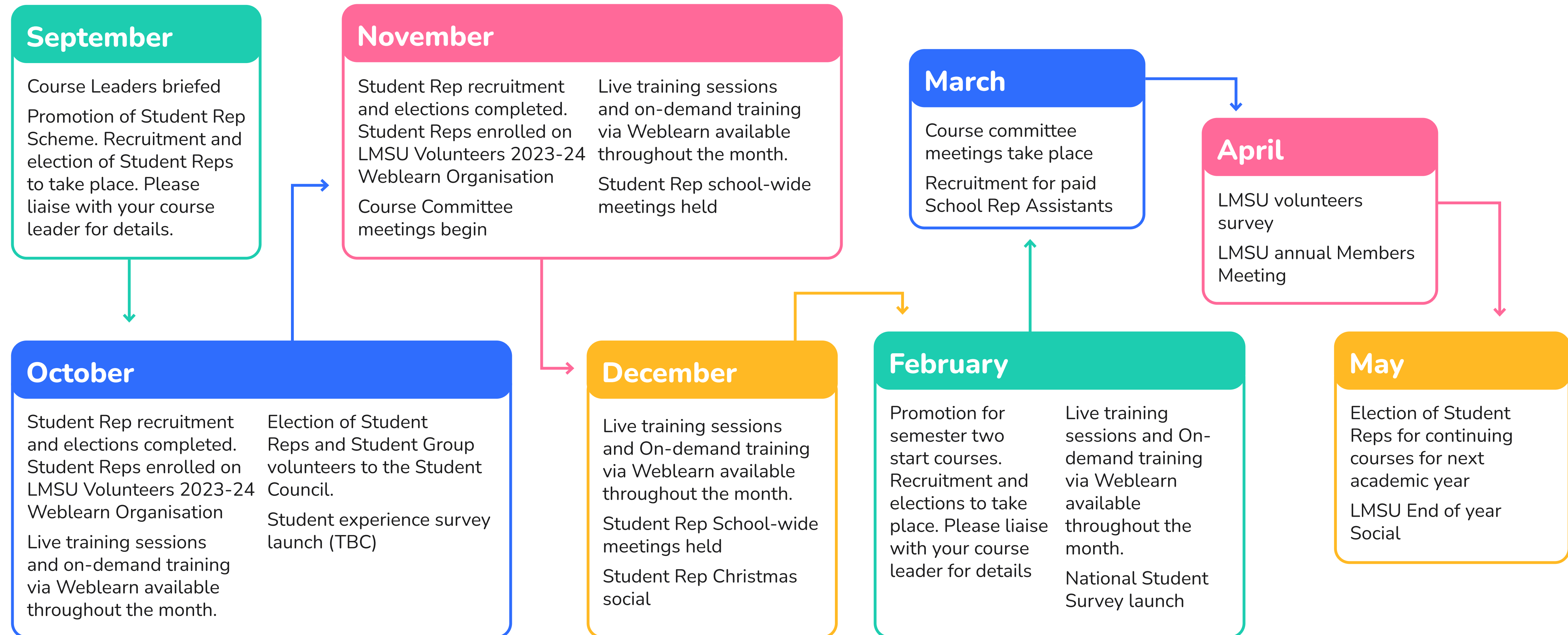
GDPR

The General Data Protection Regulation (GDPR) is a wide-ranging piece of legislation centered 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) without the explicit permission of the person whose personal details it is. More information on this will be covered in the Student Rep training. For information about LMSU's data protection policies [click here](#)



Student Rep timeline 2023-24

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 individual advice or a welfare issue. When this occurs, you must not try to deal with the issue yourself but instead you should 'signpost' the student to the relevant source of assistance and explain the reason for this.

Remember your role is all about collective, academic-related representation. This concerns things to do with your course, teaching, resources, timetabling or other academic or related issues. You are not there to teach students or support their learning.

You are also not there to provide individual representation. Any student with an individual problem should be signposted to another service. This includes academic-related individual issues such as appeals and complaints. The LMSU Advice Service is there for individual representation.

Please 'signpost' students to the correct source of support by using the below guide. If you are not sure who to signpost a student to then speak to your School Rep Assistant.

Training, support, advice and assistance for Student Reps from LMSU:

[Website](#)

School Rep Assistant SCDM & AAD:

Chiara Della Corte: tscdell1@londonmet.ac.uk

School Rep Assistant GSBL & SCHS:

Margarita Damai: tsmdama1@londonmet.ac.uk

School Rep Assistant SSSP & SCBE:

Sharanya Ratnam: tssratn1@londonmet.ac.uk

Student Voice Coordinator (Representation & Democracy):

Eddie Rowley: e.rowley@londonmet.ac.uk

Learning, teaching and academic guidance and support for students

Your lecturer, module leader, course leader or other member of teaching staff

See your [weblearn](#) for contact details

Help with approaching assessments, understanding what is required, finding the right resources, developing confidence and skill, using feedback

Each school has a team of [Academic Mentors](#)

Enrolment queries, timetabling, course and module issues, questions around mitigating circumstance forms, course transfer etc:

The School Offices: [Website](#) and [FAQs](#)
020 7133 7001, 7002

School Office for School of Art, Architecture and Design: aad@londonmet.ac.uk; CMG-24 Calcutta House, Aldgate Campus

School Office for Guildhall School of Business and Law: gsbl@londonmet.ac.uk; T6-20 Tower Building, Holloway Campus

School Office for School of Computing and Digital Media: scdm@londonmet.ac.uk; T10-02 Tower Building, Holloway Campus (10th Floor)

School Office for School of Human Sciences: shsc@londonmet.ac.uk; T10-02 Tower Building, Holloway Campus (10th Floor)

School Office for School of Social Sciences and Professions: sssp@londonmet.ac.uk; BEL1-00 Benwell Road, Tower Building, Holloway Campus

School Office for new School of Built Environment: SBEN@londonmet.ac.uk location TBC

Support for students studying at London Met online:

[Website](#)

Independent, confidential advice and individual support around alleged misconduct, mitigating circumstances, appeals, complaints and similar:

London Met Students' Union (LMSU)

[Website](#)

theadviceservice.su@londonmet.ac.uk

Student voice, representation and democracy, skills training, student council, volunteering opportunities, liberation forums, student groups, campaigns, verve media, events and more:

London Met Students' Union (LMSU)

[Website](#)

studentsunion@londonmet.ac.uk

02071334171

Harglennis Building, Holloway Campus & CMG-20 Calcutta House, Aldgate Campus

Facebook: @londonmetsu

Insta: @londonmetsu

X: @londonmetsu

Heads of Student Experience and Academic Outcomes:

SCDM: Elena Moschini e.moschini@londonmet.ac.uk

AAD: Emma Davenport e.davenport@londonmet.ac.uk

GSBL: Jan Bamford j.bamford@londonmet.ac.uk

SHSC: Donovan Green d.green@londonmet.ac.uk

SSSP: Brian Tutt b.tutt@londonmet.ac.uk

SBEN: Jane Ballantyne j.ballantyne@londonmet.ac.uk

General Library queries and Library Services:

Holloway Learning Centre and Aldgate Library Services in Calcutta House

Contact library staff in person at Library Information Desks (Holloway or Aldgate) or via chat:

[Website](#)

library@londonmet.ac.uk

020 7133 2100

facebook: @londonmetlibrary

insta: @librarylondonmet

X: @londonmetlib

Library Services: Help with researching for assignments, dissertations and projects. Effective use of Library subject collections, databases and other resources

Academic Liaison Librarian help and support:

Email your query or book a 1:1 appointment (in person or online):

[Website](#)

alls@londonmet.ac.uk

Information and access to our Special Collections including TUC Library and University Archive:

Special Collections Reading Room - 2nd floor of the Wash Houses, Aldgate Campus

[Website](#)

[Collections](#)

specialcollections@londonmet.ac.uk

Disability and Dyslexia advice and support:

[Website](#)

studentservices@londonmet.ac.uk

020 7320 2848

TM1-33 Student Services, Holloway Campus

Money, finance and accommodation advice, hardship fund applications:

Student Money and Accommodation Advice Service:

[Website](#)

[Hardship fund](#)

[Black bullion](#)

studentservices@londonmet.ac.uk

020 7320 2848

TM1-33 Student Services, Holloway Campus
CMG-24 AAD School Office, Aldgate Campus

A safe and inclusive space for LGBTQIA+ students and staff on campus:

The Rainbow Room

[Information](#)

T1-02 nr Junction Cafe, Holloway Campus (Blue Zone)

Information about and access to Success Coaches (Peer Assisted Student Success):

Course-based sessions, local drop-ins and for individual support

[Website](#)

International Students / Visa advice and support: Confidential immigration advice and guidance. Visa compliance support for students needing extensions and engagement issues:

International Advice Service:

[Website](#)

adviceinternational@londonmet.ac.uk

Visa Compliance

[Website](#)

visa.compliance@londonmet.ac.uk

Safeguarding info and reporting if you are concerned someone is a victim of abuse or a similar concern:

[University - safeguarding](#)

[Students' Union - safeguarding](#)

For advice on the Students' Union safeguarding policy, contact Jacqueline Molineaux

jacqueline.molineaux@londonmet.ac.uk

Get support for paid part time work or temporary work, internships, volunteering, full time, graduate Job opportunities.

See the team for careers information, advice and guidance, developing employability skills, your CVs, applications, Interview skills and more. Attend live webinars and careers events. Browse interactive careers portal resources:

Careers and Employability Service

[Website](#)

[Careers – events](#)

[Careers – centre](#)

careers@londonmet.ac.uk

0207 133 4033

TM1-33, Holloway Campus

Volunteering opportunities to help to develop your skills and meet new people:

Careers and Employability Service

volunteering@londonmet.ac.uk

0207 133 4033

TM1-33, Holloway Campus

X: @voluntlondonmet

Advice finding work placement opportunities:

Your course team and the Work Based Learning team can advise around accessing relevant vacancies the University advertises, sourcing your own placement and applications.

[Work Placements – Student Zone](#)

Want to start your own business, freelance work, enterprise, entrepreneurship:

London Met Student Enterprise

[Website](#)

studententerprise@londonmet.ac.uk

Insta: @londonmetaccelerator

Fitness & Wellbeing, Gym and Recreation:

Main Gym is Science Centre, Holloway and the Exercise Room at Aldgate Campus. Gym and fitness class information and to book online

[Website](#)

fitness@londonmet.ac.uk

Facebook, X and Insta: @LDNMetFitness

Play competitive sports at London Met:

Competitive sports teams and membership

[Website](#)

Want to borrow a Chromebook?

[Website](#)

IT and Media Support Self Service IT portal:

Support available in Holloway Learning Centre and Aldgate Library 09.00-5.00pm Monday to Friday

[Portal](#)

[Change your password](#)

[Techsmart IT support & IT Chat](#)

Regulatory advice and guidance on student conduct including academic and non-academic misconduct, appeals, and complaints:

Student Casework Office

[Academic Misconduct](#) / [Appeals](#) / [Complaints](#)

[Student Contact](#)

conduct@londonmet.ac.uk

The Rocket (student bar and entertainment venue):

[Website](#)

rocketstudentevents@londonmet.ac.uk

X and Facebook: @LondonMetEvents,

Insta: @rocketbarlondonmet

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

[Website](#)

ask@londonmet.ac.uk

LMU@cbre.com

X: @LDNMet_Estates

University Catering and Catering Working group:

[Website](#)

London Met University Switchboard

0207 4230000

University Health and Safety Team:

[Website](#)

[Health and Safety policies](#)

hands@londonmet.ac.uk

X: @LDNMet_Estates

Security:

[Website](#)

Emergency on campus: 0207 320 3333
or 3333 from a university phone

Non-Emergency: 0207 133 2079

Always dial 999 if needed and inform Security Services

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

If you or someone else you know is feeling low, stressed, depressed or in a crisis, there are a number of external organisations you can contact for support. LMSU's Advice Service provides a comprehensive list of out-of-hours support on a wide range of issues including: mental health, counselling, eating disorders, sexual violence, equality and diversity and substance misuse on our webpages [here](#).



London Met Students' Union