

Student Representative Handbook

2023–24



LM Student Voice
SU and Representation

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

Hey everyone, I'm Tammika Chambers, your Vice President Education Officer at LMSU for the second year running!

As a recent graduate with a BA Honours in Education and having worked in primary schools for seven years, I am excited to work with all of you, especially the Student Reps, to make a real difference in our student community.

Student Reps like you are the heart of our university, and your role is crucial in representing your fellow students and ensuring their voices are heard. Together, we have the power to drive positive change on campus and create an inclusive and supportive learning environment for everyone.

I am here to support and empower you in your important responsibilities. Let's collaborate and brainstorm ways to organise engaging academic workshops, presentations and talks that will benefit all students. We'll work together in partnership with the university to foster a supportive and enriching educational experience.

Your insights and ideas are invaluable, and I am eager to hear from you. Let's connect through education drop-in sessions, where we can discuss your thoughts, concerns, and aspirations. Together, we can address the issues that matter most to students and create a stronger, more vibrant, and inclusive university community.

So, here's to a fantastic year ahead! Together, we can make a lasting impact and ensure that your time at LMSU is truly enriching and fulfilling. Let's make it happen, and I look forward to working closely with each of you!

"Together, we are better"

Warm regards

TAMMIKA CHAMBERS

Students' Union VP Education Officer
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[Instagram: LMSU_vpeducation](https://www.instagram.com/LMSU_vpeducation)

Welcome to your crucial roles! Thank you for becoming a Student Rep who can provide feedback to us and help us improve the University even further. We look forward to working with you over the next 12 months, helping you achieve your aims and helping you support our amazing students.

We are fortunate to serve a diverse body of students; supporting them to achieve their very best is my number one priority. I take great pleasure in seeing our students develop, change, and progress to achieve wonderful things. We work really hard in partnership, and this three-way partnership is the key to success, the collaboration between the students, the Student Union (SU) and the University.

We have been working hard to ensure the student's voice is heard in all decisions, and together we have developed the new student partnership agreement. For example, students are involved in all our committees, contributing to making all of our key decisions. In addition, students are involved in recruiting senior staff, and they challenge us to influence new policies and ways of working. With the support of the SU and our students, we are proud to have worked on many key initiatives: tackling sexual harassment; misconduct policies; to developing the mental health support we provide.

We have made great progress supporting the mental health of our students with the Talk

Campus platform allowing students to connect with different layers of emotional support. Our students also have access to the Blackbullion library of financial resources, addressing students' anxiety about their finances, offering lessons around money management and an easier and quicker application process for the hardship fund.

Since starting work at the University, I am proud of the close work with the Students' Union we undertake. As a result, this is reflected in the latest National Student Survey results. We have made significant progress in this national survey for final year students, with some of the best scores in the UK, including improved satisfaction with SU and in students being able to give us feedback and know we act on it.

Let's take a huge leap forward this year!

JULIE HALL

Professor Julie Hall,
Deputy Vice Chancellor Academic



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 of LMSU from the day you 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. As a Student Rep, you have a crucial part to play in this and

can make a real difference to the student experience of other students on your course, in your school and across London Met. You are the voice of the students you 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.

Student Reps act as a communication channel between the cohort (students on the 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. Below are some of the responsibilities of the Student Rep:

To read the full role description, click [here](#)



Who are my fellow reps?

You are part of a community of about 500 Student Reps! Once most reps have been elected for the year in October 2023, a full list of reps will be available [online here](#).

(You will need to log-in)



Student Rep support: School Rep Assistants

The School Rep Assistant for your school is your main contact point in the Students' Union.

School Rep Assistants are current London Met Students (and often current Students Reps) employed part-time by the Students' Union to support the Student Reps scheme. They work with the Student Reps and staff in their School and meet regularly with elected officers and staff within the Students' Union.

Keep the School Rep Assistant for your School informed about what's going on, any issues you are dealing with, including updates, and let them know progress and outcomes. Let them know if you need any help. Your School Rep Assistant will send you regular email newsletters with useful information you can pass on to your cohorts. They run weekly drop-ins so you can call in and say hello and ask any questions you may have. Details [here](#).

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



tsmdama1
@londonmet.ac.uk

Chiara Della Corte
School Rep Assistant for School of Computing and Digital Media & School of Art, Architecture and Design



tscdell1
@londonmet.ac.uk

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



tssratn1
@londonmet.ac.uk

Student Rep support: Full time Officers

There are four full-time Officers within LMSU who have been elected by students: Awesome, Manpreet, Mojahar and Tammika. They are students' primary representatives within the Students' Union and as the name suggests work on a full-time basis for a term of office of one year, with the possibility of reelection for a second year. See page 3 of this handbook to hear from Tammika our VP Education.



Awesome Olasepe (he/him)

LMSU President

✉ president.su@londonmet.ac.uk

Welcome Student Reps! My name is Awesome Olasepe, I am your Students' Union President for the 2023-24 academic year. Thank you for stepping up to this vital role. I was a Student Rep, and I can tell you that it's an honorable role, to a large extent it played an important role in me being the President. As a Rep, it gave me the opportunity to represent, listen and support my cohorts which I enjoyed doing. Student Reps are the soul of the Students' Union. The work you do as a communication channel between students on your course, providing feedback and raising issues is so vital to everything we do. As a Rep you will have the opportunity to develop skills and experience which will be invaluable to your studies and for your future employability. I look forward to working with you and seeing you around the campuses soon!



Tammika Chambers (she/her)

VP Education

✉ su.education@londonmet.ac.uk

Hey everyone, I'm Tammika Chambers, your Vice President Education Officer at LMSU for the second year running! I'm looking forward to working with you all again. Read my welcome statement on page 3 of this handbook.



Manpreet Kaur (she/her)

VP Activities and Opportunities

✉ su.aando@staff.londonmet.ac.uk

Hello, my name is Manpreet Kaur and I am your Students' Union Vice President for Activities & Opportunities. Many Congratulations on your new role as a Student Rep! Student Rep is a vital position and plays an important role in the academic and social life of students at London Met. This exciting role will give you a platform to voice students' opinions, influence positive changes and foster a sense of community and belonging on campus. I am excited to work with the Student Reps to bridge the gaps in achieving our common goals.



Mojahar Ali (he/him)

Vice President of Welfare and Equity

✉ su.eandw@londonmet.ac.uk

My name is Mojahar Ali, and I am your Vice President of Welfare and Equity for the academic year 2023-2024. First, I want to congratulate you on being elected as our Student Reps. This is a fantastic opportunity to represent your cohorts. I will be there for you guys when you need me! In my role, I seek to represent and offer advice to students on issues relating to their wellbeing, safety, and equality. I look forward to working with you this year to achieve our common goals - United We Stand!

Student Rep support: Students' Union and University permanent staff



Eddie Rowley
(he/him)

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

✉ e.rowley@londonmet.ac.uk

07912464413

Welcome all Student Reps! My name is Eddie, I work in the Students' Union making the student voice happen and specifically support and empower our fantastic and hard-working Student Reps. A huge thank you to you all for stepping up and becoming a Rep. Myself and the team will do all we can to support, train and empower you to get the most out of this opportunity and be an effective representative of the students on your course.

I work closely with Course Leaders and other University based colleagues and support our team of School Rep Assistants. I also oversee the other democratic and representational functions of the Students' Union such as the Student Council, supporting the Executive Committee, Members Meetings and arrange our elections.

Student Rep support: Students' Union and University permanent staff



Chrystalle Margallo (she/her)

Student Engagement Lead,
Centre for Equity and Inclusion

✉ c.margallo@londonmet.ac.uk

Hi Student Reps! My name is Chrystalle Margallo, I work within the Centre for Equity and Inclusion team in the University. I manage all the University surveys which you may have already encountered! These surveys are one of the ways you and your peers can provide feedback about all aspects of your student experience. At London Met, student feedback is at the heart of improving yours and others' experience at University. I also facilitate some of your extra training to further develop your skills as a Student Rep!

Well done in becoming a rep! Your role is so integral in ensuring the student voice is represented at your Course Committee Meetings, the SU and the University as a whole. I am always here to support, train and encourage you to ensure your representation of your peers on your course.

Thank you for your voice and your enthusiasm, I look forward to working with you in the future.

Student Rep support: Student Rep training

All Student Reps are required to attend Student Rep Training.

You can complete your training through a live session, which may take place in a classroom or remotely or complete it in your own time online via our on-demand training option. Your School Rep Assistant will invite you to various live training sessions that run throughout the year, details of which will also be posted on [this page](#).

Our 'on-demand' Student Rep training, along with various other training provision is all available via our LMSU Volunteers 2023-24 Weblearn Organisation which you can access via the [Student Zone](#). If you are not enrolled on LMSU Volunteers 2023-24 please contact your School Rep Assistant.

Our School Rep Assistants also run weekly drop-ins. Student Reps can pop along and ask one of the team any questions they may have or just say hello! Drop-in details will be posted on [this page](#).



“The training was very useful. It explained the role very well and I now have a clear idea of what being a Student rep is all about and what will be expected of me!”

Ali Ahmed, 3rd year Student Rep

Lecturers, Module & Course Leaders and Head of Student Experience and Academic Outcomes

Building good working relationships with your teaching staff is the key to being a good Student Rep.

It's also a skill that is needed in almost all career paths and is in great demand by employers. It is through these working relationships you will represent your cohorts.

Liaise with your course leader and other teaching staff as much as you can. Be proactive and arrange to meet with them regularly. Who to liaise with over an issue is something you need to use your judgment over. It might be a lecturer, module leader or course leader. The course leader is the person to give more generic feedback regarding the course to. If you don't wish to liaise with your course leader for any reason or feel the matter needs escalating, then go to the Head of Student Experience and Academic Outcomes for your school. They are a senior staff member in each school who have specific responsibility for the student experience and work closely with LMSU and our Student Reps to this end:

Guildhall School of Business and Law

Jan Bamford

j.bamford@londonmet.ac.uk

School of Human Sciences (SHSC)

Donovan Green

d.green@londonmet.ac.uk

School of Art, Architecture and Design (AAD)

Emma Davenport

e.davenport@londonmet.ac.uk

School of Computing and Digital Media

Elena Moschini

e.moschini@londonmet.ac.uk

School of Social Sciences and Professions (SSSP)

Bian Tutt
(Social Professions)

b.tutt@londonmet.ac.uk

School of the Built Environment (SBEN)

Jane Ballantyne

j.ballantyne@londonmet.ac.uk

Part-time Liberation Officers

The Students' Union supports four liberation campaigns. These exist to further the emancipation of groups otherwise often marginalised and discriminated against both in higher education and in wider society.

They are led by our four elected part-time liberation officers. Please encourage students who may be keen to get involved in the campaigns to get in touch with the relevant liberation officer(s):

Emmanuel Eko, BAME Students' Officer

bamestudentsofficer@londonmet.ac.uk

Margarita Damai, Women's Student Officer

womensofficer@londonmet.ac.uk

Position currently vacant, LGBTQ Students' Officer

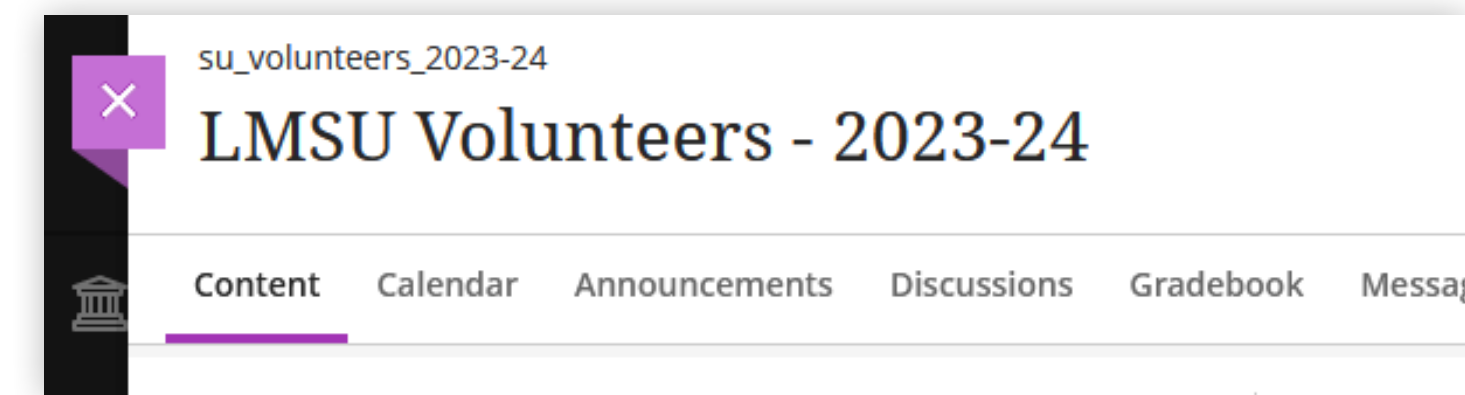
lgbtqstudentsofficer@londonmet.ac.uk

Position currently vacant, Disabled Students' Officer

disabledstudentsofficer@londonmet.ac.uk



Weblearn: LMSU Volunteers 2023-24 and Course Site



LMSU Volunteers 2023-24 is a Weblearn Organisation run by the Students' Union for all our volunteers. It is primarily a training and resource portal for Students' Union (LMSU) volunteers and includes 'on-demand' Student Rep training sessions, recordings of live training sessions and various other training programmes.

Student Reps will be enrolled shortly after they become Reps. It will appear on your weblearn next to your modules and is accessible in the same way. If you are not enrolled on the organisation then please contact your School Rep Assistant and ask to be added. You can also request any student in your cohort to be added too if they wish.

Any student can join our LMSU Volunteers Weblearn Organisation and take advantage of this training, not just Student Reps. If you wish to be enrolled on it then please contact your School Rep Assistant

All students (and Student Reps) also have access to a Course Site Organisation on Weblearn. It's full of information about the 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 Student Reps liaise with your Course Leader to get yourself mentioned on the Course site. It is a very effective way of making yourself known to your cohort.

Student Reps on-demand training

Student Council members and chairperson training

Supporting mental health and wellbeing training

Meeting and meeting etiquette training

Student Group leaders and members training

Safeguarding training

Equality, Diversity and Inclusion training

LMSU volunteers: What you should expect from us

In 2022 LMSU was proud to achieve our Investors in Volunteers Accreditation. This is the UK quality standard for good practice in volunteering. It demonstrates how much we value our volunteers and how our students should have confidence in LMSU's ability to provide an outstanding volunteering experience. 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. Our promises to you include to:

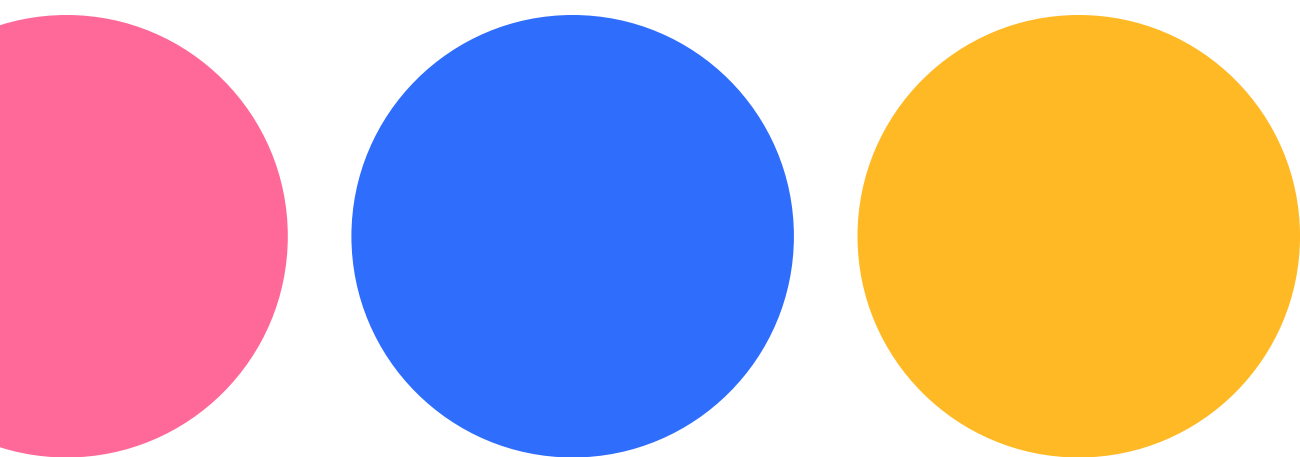
- Fully implement our Volunteering Policy, which sets out in some detail our commitments to our volunteers
- Provide all volunteers with an induction, training and ongoing support
- Ensure you receive appropriate supervision and support from staff in the Students' Union. Your contact point is your School Rep Assistant. Your volunteer coordinator is Eddie Rowley, Student Voice Coordinator (Representation and Democracy).
- Celebrate Student Rep successes at our annual awards ceremony, include your role on your degree transcript and provide you with a certificate
- Hold regular social events for our volunteers throughout the year
- Offer a comprehensive package of skills and other training opportunities via our Weblearn organisation LMSU Volunteers 2023-24
- Monitor and evaluate our volunteering opportunities based on feedback from our volunteers
- Permit volunteers to claim back any expenses their duties may have encountered through our travel and expense policy

LMSU volunteers: What we should expect from you

Our [Volunteering Policy](#) also outlines what we expect from our volunteers such as Student Reps. This includes that you will:

- Carry out your duties to the best of your abilities in line with the training, support and guidance provided to you
- Complete your Student Rep training and if possible other training options we offer
- Conduct your role in a professional and workplace like manner and through forging good working relationships with LMSU, teaching and other students and staff
- Be honest with LMSU about your suitability and availability to carry out the role. We know circumstances change and life sometimes gets in the way. If you feel you can no longer continue in the role, please let your School Rep Assistant and Course Leader know
- Work with LMSU closely and in partnership. Our Full-time Officers are there to help and support you and if needed to take over dealing with large issues you may discover
- To carry out all duties with due regard to LMSU policies designed to protect all from harassment, discrimination or any other prejudicial behaviour
- You should also take reasonable care of the health and safety of yourself, other people, and comply with the LMSU and University Health and Safety Policies, Codes of Practice, and other relevant policies

For the full list of what you can expect from us and what we expect from you, please see section 3 of our [Volunteering Policy](#)

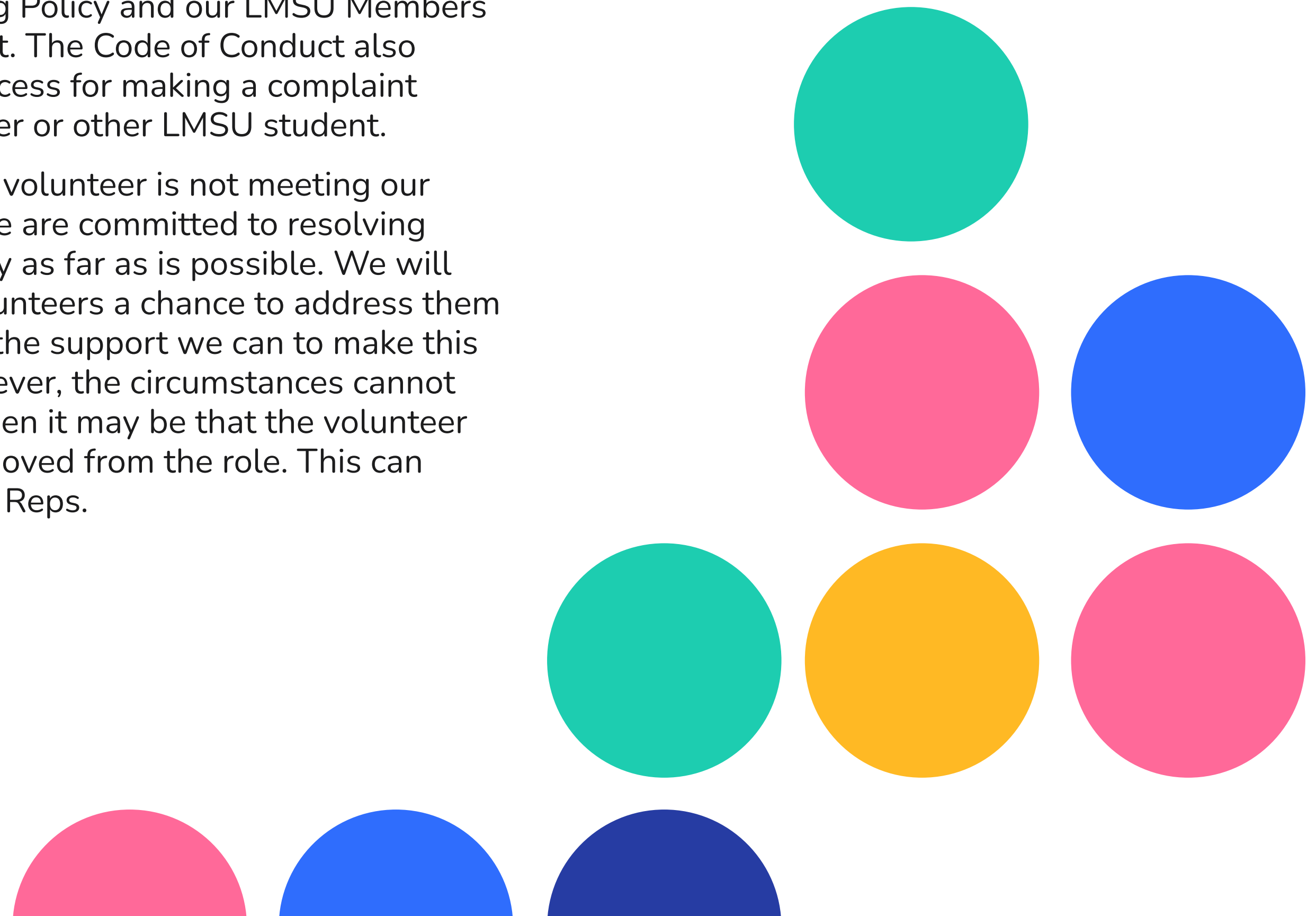


LMSU volunteers: working together and resolving difficulties

LMSU aims to treat all volunteers fairly, objectively and consistently. We seek to ensure that volunteers' views are heard, noted and acted upon promptly. We will attempt to deal with any problems informally and at the earliest opportunity.

Student Reps should in the first instance speak to your Volunteer Coordinator, Eddie Rowley, in case of any difficulty. We will attempt to resolve the issue in line with policies such as our Volunteering Policy and our LMSU Members Code of Conduct. The Code of Conduct also outlines the process for making a complaint about a volunteer or other LMSU student.

If we feel that a volunteer is not meeting our expectations, we are committed to resolving issues informally as far as is possible. We will always give volunteers a chance to address them and provide all the support we can to make this happen. If however, the circumstances cannot be addressed then it may be that the volunteer needs to be removed from the role. This can include Student Reps.



Organisational skills

Being a Student Rep is a great way to develop and use skills that will help you with both work and study in the future. Here are a few tips to help you be more effective in your role as a Student Rep:

- Set SMART (specific, measurable, achievable, realistic and time-bound) goals for what you want to achieve as a Student Rep and plan out how you will achieve them
- Make good use of your time by organising and prioritising your tasks according to how important and urgent they are and when they need to be done by - tools such as an Eisenhower matrix, to do lists, calendar reminders, wall charts, post-its or index cards can all help here
- Make and regularly update your 'to do' list, ticking off completed tasks helps you see your progress
- Do one thing at a time and avoid distractions — focus on one thing at a time so that you can fully concentrate on the task at hand. Once you have completed one task, only then move on to another.
- Look after yourself — take regular exercise, drink plenty of water and do your best to get enough sleep — people who feel healthy and happy usually find it easier to accomplish their work
- Don't forget to complete the training opportunities available on the LMSU Volunteers 2023-24 Weblearn Organisation.



Feedback and Representation

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 a 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:

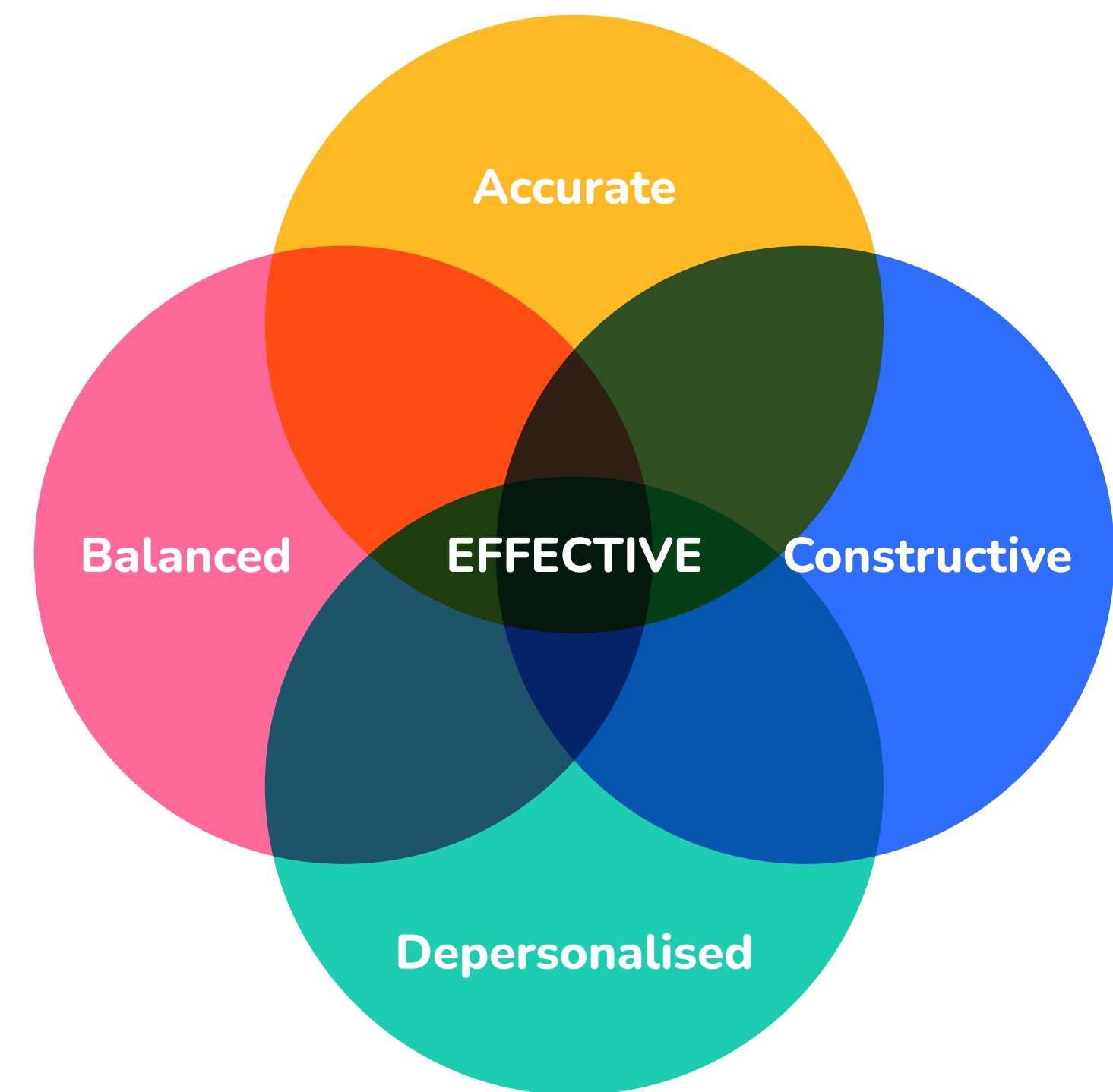
We shouldn't only pass on negative comments to staff, even if that's what you see and hear from other students. Make sure not to be one-sided. Having a balanced perspective will help you work in partnership with staff to get things changed for the better.

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

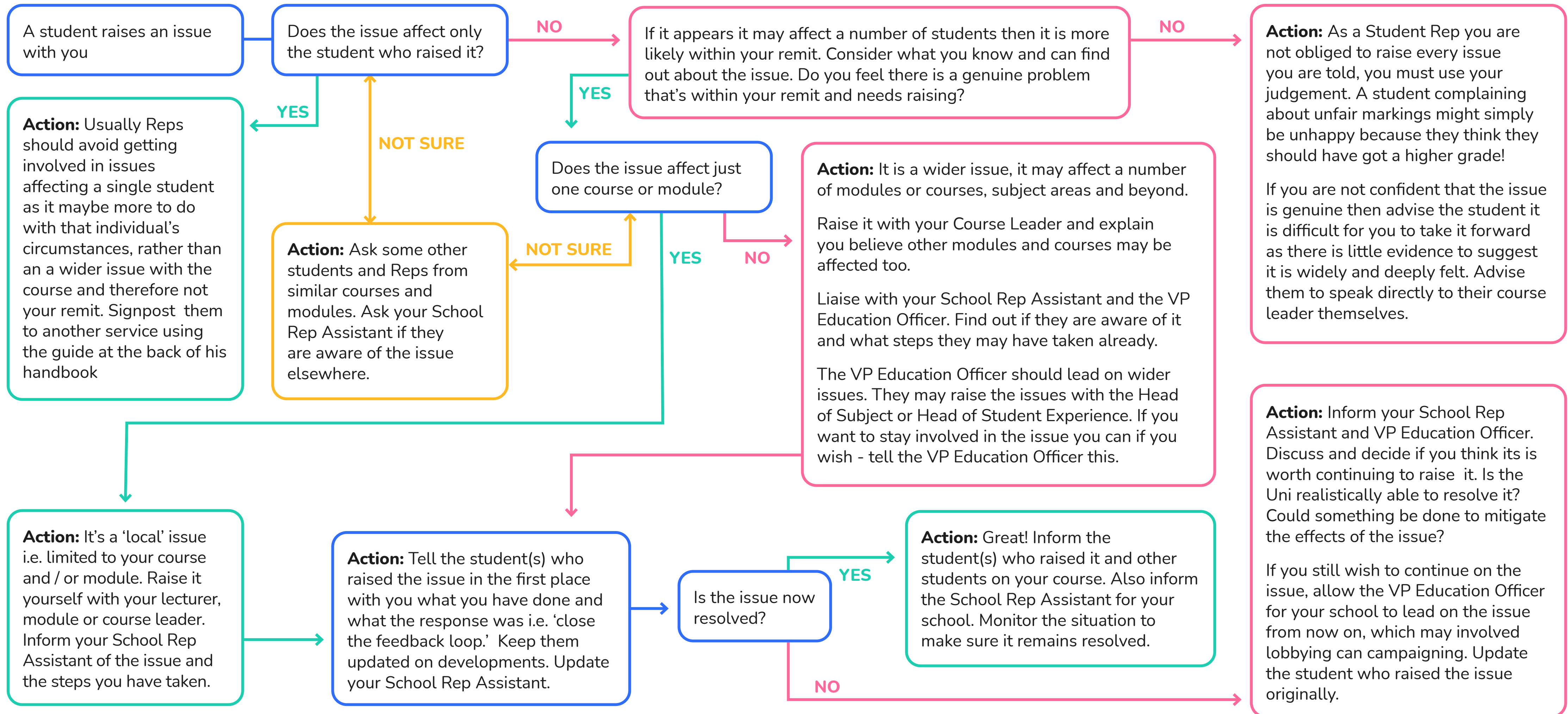
London Met Students' Union periodically holds Members Meetings.

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

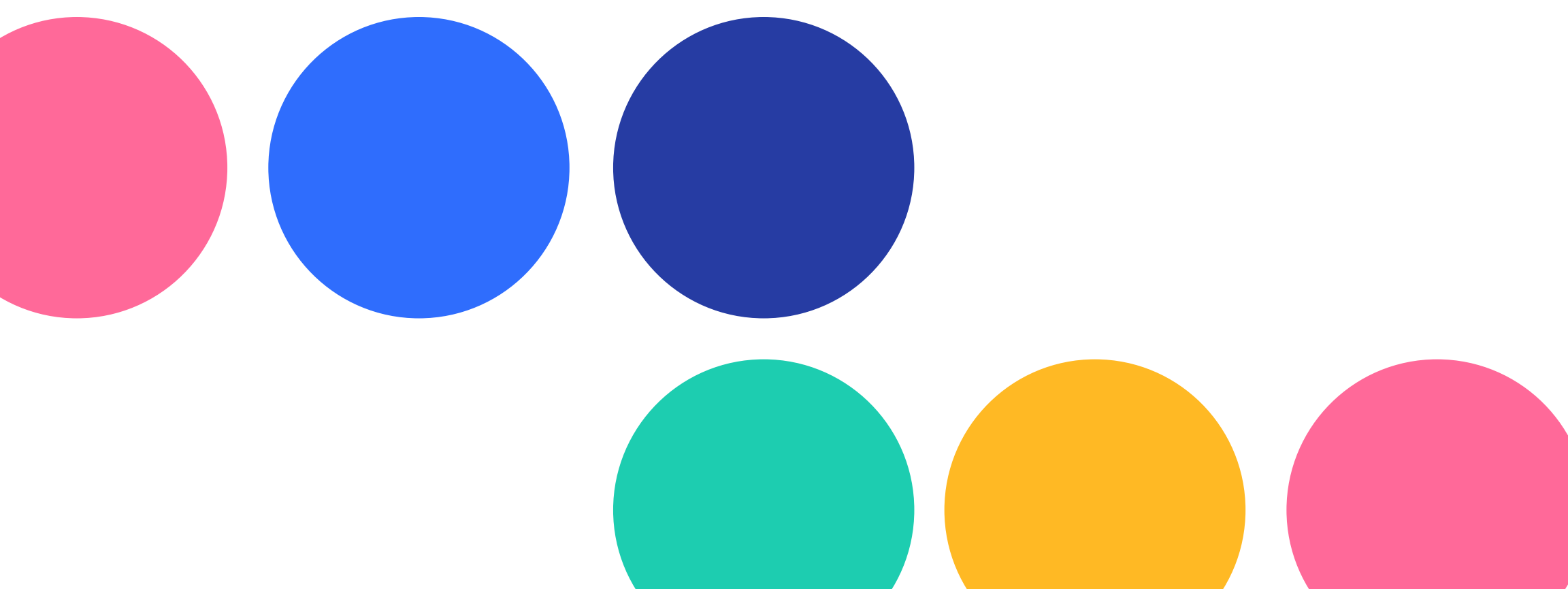
[Subject Guides](#)

[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.

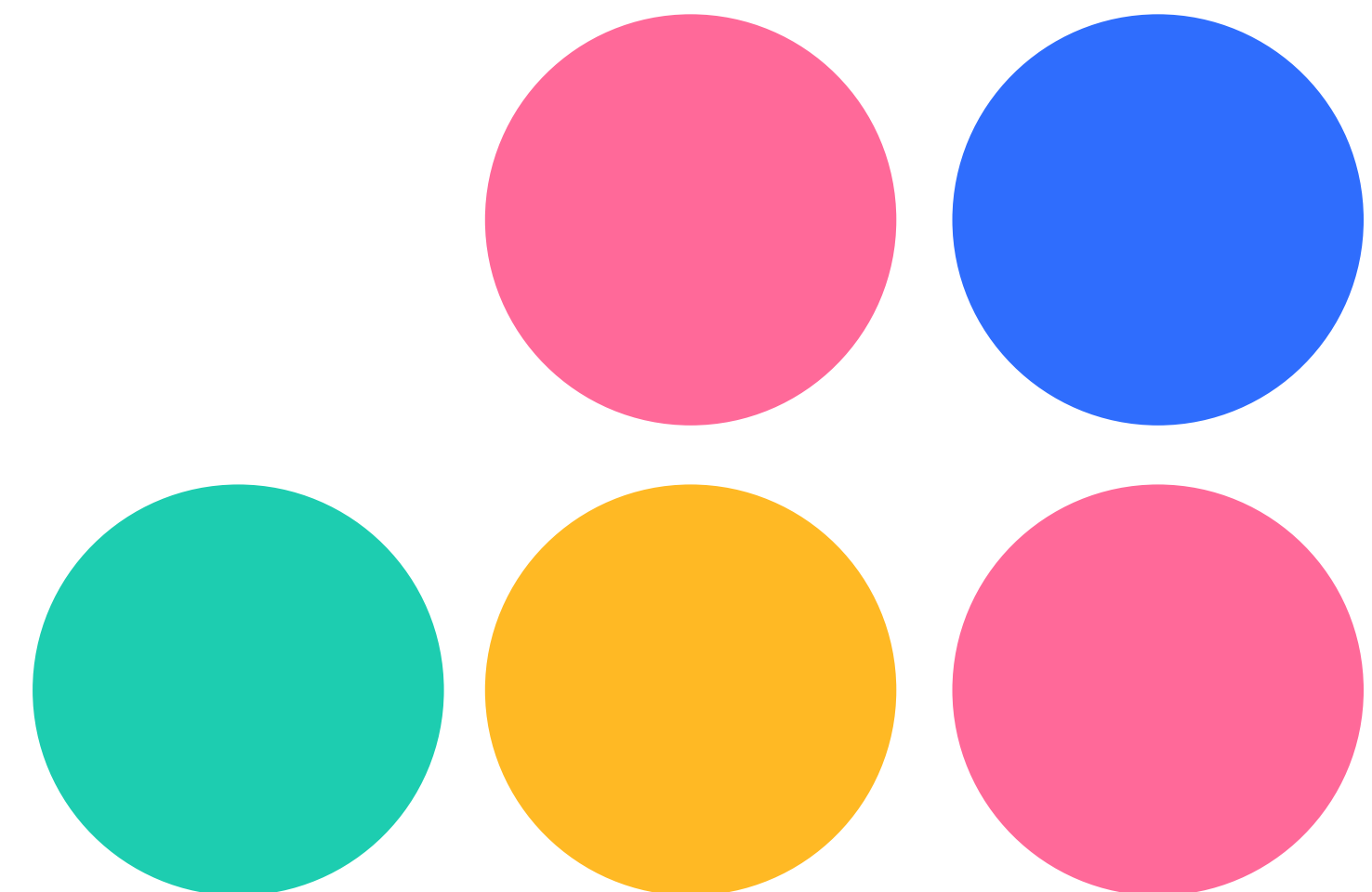
Boundaries

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.

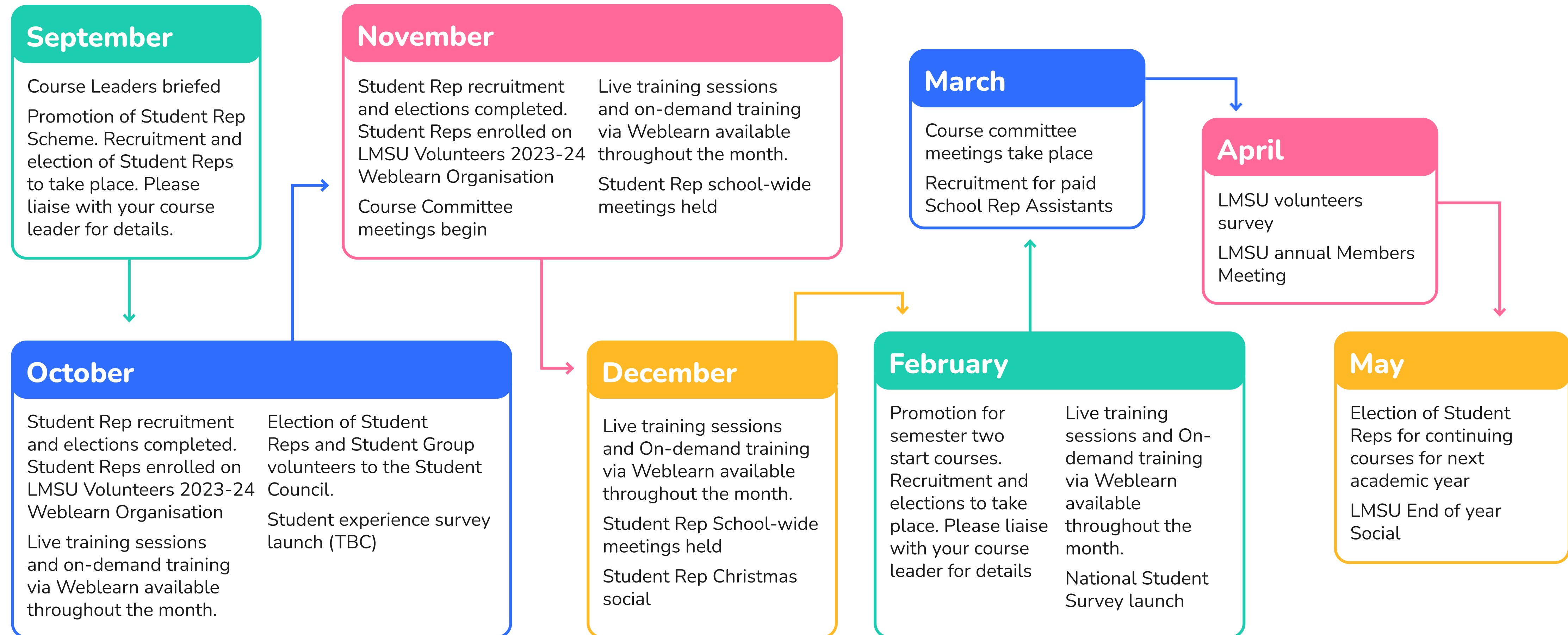
GDPR

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