Plan of the Session

The Students' Union

Your Role

The Feedback Loop

Practicalities

Support

Commonly Used Terms

Student Types:
UG - Undergraduate
PGT - Postgraduate Taught
PGR - Postgraduate Research

College Acronyms:
CSE - College of Science and Engineering
CLS - College of Life Sciences
CSSAH - College of Social Sciences
CBU/ULSB - College of Business

School Acronyms:
CMS - Computing and Mathematical Sciences
GGE - Geography, Geology and the Environment
AMC - School of Arts, Media and Communications
HYPIR - History, Politics and International Relations
SAAH - School of Archeology and Ancient History
ULSB - University of Leicester School of Business

Other Acronyms:
PTO - Part Time Officer
SSC - Student Staff Committee
SEC - School Education Committee
AMM - Annual Members Meeting
UoL - University of Leicester
DL - Distance Learner/Learning
CB - Campus Based

Never be scared to ask what an acronym means!

The Students' Union

Who are we and what do we do?

What is a Students' Union

The Students' Union

- The SU is an external organisation - completely separate from the University
- Every single student at UoL is automatically a member
  - Including: postgraduate researchers, distance learners, part time students and every other student type
- The SU is a registered chairty

We **represent** and **empower** students to achieve their full potential

We champion your interest and provide a **home away from home**

You are here

Activities

Voice

Support

Liberation

175+ Societies
40+ Sports
Volunteering
Sustainability

Democracy
Representation
Campaigning
Policy

Advice Desk
Signposting
Peer Mentoring
Academic Advice

Liberation Networks
Curriculum Consultants
LeicsDecolonise
Prayer Room Support

Voice

The Voice Team's work is focused on amplifying the Student Voice! We are here to support you and help you achieve all you want in the role!

The SU Advice Service

The SU Advice Service support with:

- Appeals (Senate Reregulation 10)
- Plagiarism/Collusion (Senate Reregulation 11)
- Complaints
- Housing - Housemate Finder, Legal Aid
- Mitigating Circumstances
- Signposting - Wellbeing, Welfare, Visas, Fees and Income, Accessibility, Legal Clinic, Peer Mentoring
- C-Card, condom demonstrations and pregnancy testing

Advice Service

Students' Union Advice Service
- Reception open 11-3pm
- 1st floor Percy Gee Building

Email:
advice@leicester.ac.uk
or visit:
www.leicesterunion.com/advice

Clinics:

- Ted (Therapy Dog) - every Tuesday during term time, book 15 min slots by emailing advice@leicester.ac.uk
- Mind - Mondays and Thursdays in the Percy Gee Building, 3rd floor 12-2pm and Freemen's Common Reception 7-9pm
- Victim First - Monthly Drop Ins

Ideas System

The Ideas System is simple way for students to submit ideas and vote on ideas from other students

- If it's something simple, we will look into it straight away and see if it can be achieved
- If it needs more resources and student support, it will go to an SU Council and/or Leicester 100 (100+ likes means it must go to Leicester 100)
- Here it can be developed into a policy and voted on to be implemented as SU policy.

Leicester 100

What is Leicester 100?

A representative panel of roughly 100 students that will sit at the heart of the decision making at the Students' Union

What will it do?

Vote on student policies to determine whether they get passed and steer the direction of the union

How often will they meet?

Once per term so three times per academic year
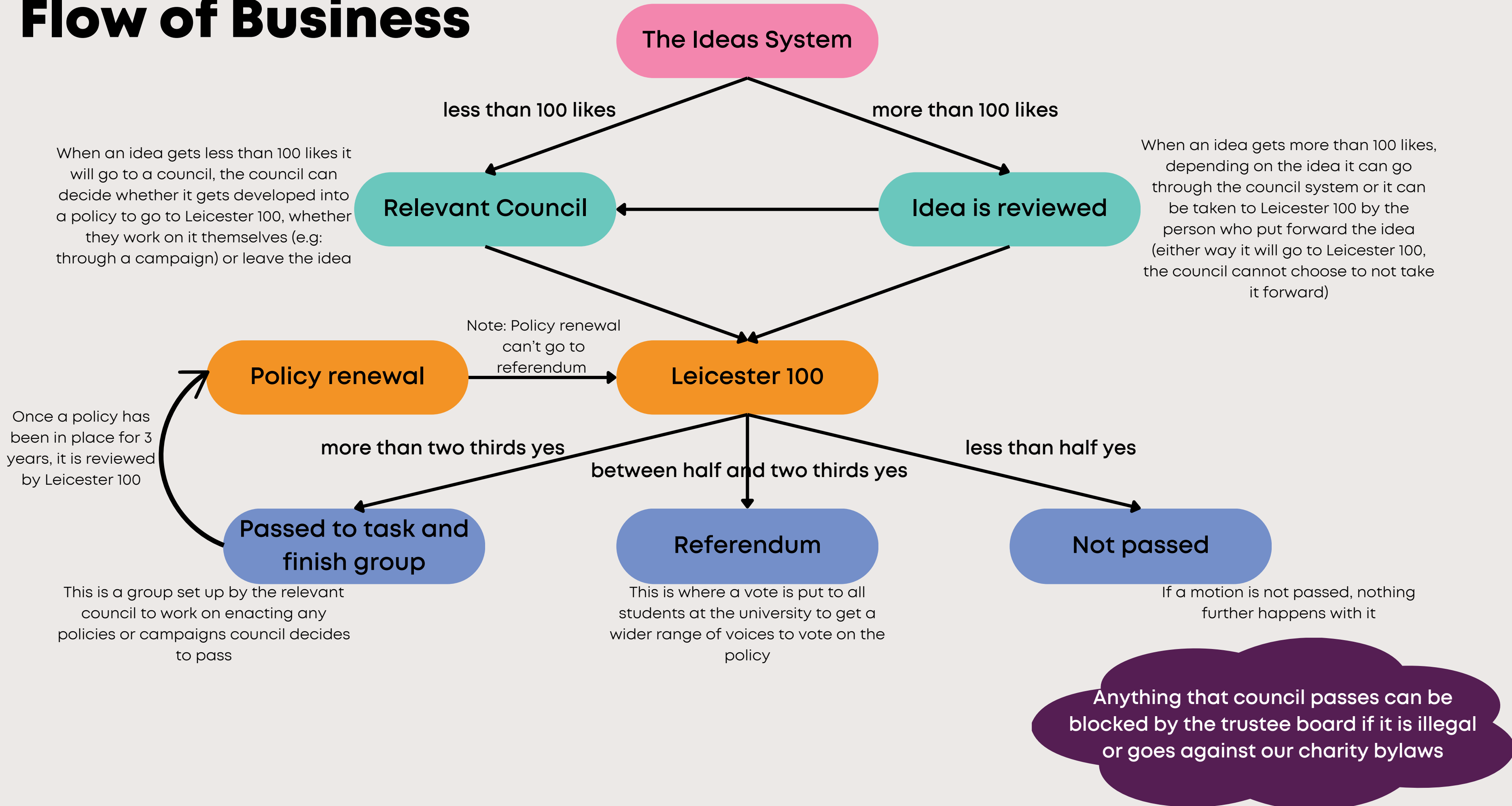
Who will sit on Leicester 100?

Any student can sign up to be a member of Leicester 100, but Leicester 100 members will be selected based on proportionally representing the wider student population of UoL

What are the benefits of sitting on Leicester 100?

You shape the union and make decisions that will affect all students at the university. It is also a paid position!

To be a part of Leicester 100, you can express your interest via this Microsoft form

Flow of Business

The Ideas System

less than 100 likes

more than 100 likes

When an idea gets less than 100 likes it will go to a council, the council can decide whether it gets developed into a policy to go to Leicester 100, whether they work on it themselves (e.g: through a campaign) or leave the idea

Relevant Council

Idea is reviewed

When an idea gets more than 100 likes, depending on the idea it can go through the council system or it can be taken to Leicester 100 by the person who put forward the idea (either way it will go to Leicester 100, the council cannot choose to not take it forward)

Policy renewal

Note: Policy renewal can't go to referendum

Leicester 100

Once a policy has been in place for 3 years, it is reviewed by Leicester 100

more than two thirds yes

between half and two thirds yes

less than half yes

Passed to task and finish group

Referendum

Not passed

This is a group set up by the relevant council to work on enacting any policies or campaigns council decides to pass

This is where a vote is put to all students at the university to get a wider range of voices to vote on the policy

If a motion is not passed, nothing further happens with it

Anything that council passes can be blocked by the trustee board if it is illegal or goes against our charity bylaws

Councils

Societies Council

Made up of student group members

Input into how societies will run and the processes of the union

Creative Network

Made up of performance, music and arts student group members

Advocates for creative and performers within student groups

Sports Council

Made up of Sports group members

Input into how sports are run at the university of Leicester

Sustainability Network

Made up of students who are interested in sustainability

Helps students get more involved in sustainability

Liberation Council

Made up of students who identify as part of a liberation group and Part Time Officers

Work towards improving inclusivity within the union and wider university

Academic Council

Made up of Academic Reps and Part Time Officers

Work towards improving academic experience for students

Cost of Living Project

We want to know how students spend their money and what impact the cost of living is having on you - this is why we're running a cost of living project

What will you need to do?

- Fill in a monthly budget list covering where you are spending money and where your money is coming from from now till May
- Attend Termly meetings to discuss how you're finding the project and you finances

What do you get out of it?

- A method of tracking your money which can help you budget in future
- Support from staff in the SU throughout for any questions or queries
- Feed into the work we do to support students

Support + Help

- Email su-repteam if you have any questions

Academic Rep Newsletter

We have a monthly newsletter that goes out to all Academic Reps. There is a different edition for each rep type to make sure we are giving you the information that you need

What goes into the newsletter?

Relevant information for your role, such as: any deadlines, Academic Rep events, updates from us and the College Reps as well as events and opportunities for all students.

When does it get sent out and how can I access it?

The first Monday of every month - the first edition will go out beginning of November. It will be sent directly to your university email and we may also upload them to Blackboard.

What should I do with the information in the newsletter?

Make sure to note down any dates and upcoming events. Make sure you share any opportunities, events and surveys for all students with your cohort so everyone gets the opportunity to get involved.

Can I get stuff into the Newsletter?

Yes, if you have an opportunity for students or Academic Reps, make sure you send it to su-repteam within the week before the newsletter will go out and we can see if there is space to include it.

Key Responsibilities

What will you be expected to do as a School Rep?

Your Role ⭐

Representing students is the most important part of your role!

- As a School Rep you represent the views of not just your course and year group, but your entire school!
- You will sit on committees, work on making wider change and take on more responsibility than a Course Rep

College Rep

⬇ ⬆

School Rep

⬇ ⬆

Course Rep

⬇ ⬆

Cohort

CSSAH College Rep

HYPIR School Reps

History Year 1 Reps

History Year 2 Reps

History Year 3 Reps

Politics Year 1 Reps

Politics Year 2 Reps

Politics Year 3 Reps

IR Year 1 Reps

IR Year 2 Reps

IR Year 3 Reps
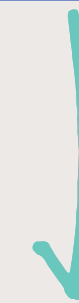
HYPIR Cohort

Core Responsibilities

- Complete your training :)

- Gathering feedback from students (more on this later)

- Represent student voice (more on this later)

- Attend relevant meetings and committees, e.g. :
  - SSCs and SECs
  - Academic Rep Briefings & Forums

- Report back to your cohort after meetings with key outcomes

SSCs (Student Staff Committees)

- Primary space for you and Course Reps to give feedback
- A formal meeting with relevant academic staff and the other reps in your school
- Should have an action tracker
- Issues won't be solved immediately but should be followed up
- After each of these meetings, you will need to send an update to all the students in your school with the key points and any updates

SU Rep

School Reps

Staff Co-Chair

Relevant School Staff

SSC

Course Reps

Library Rep

Secretary
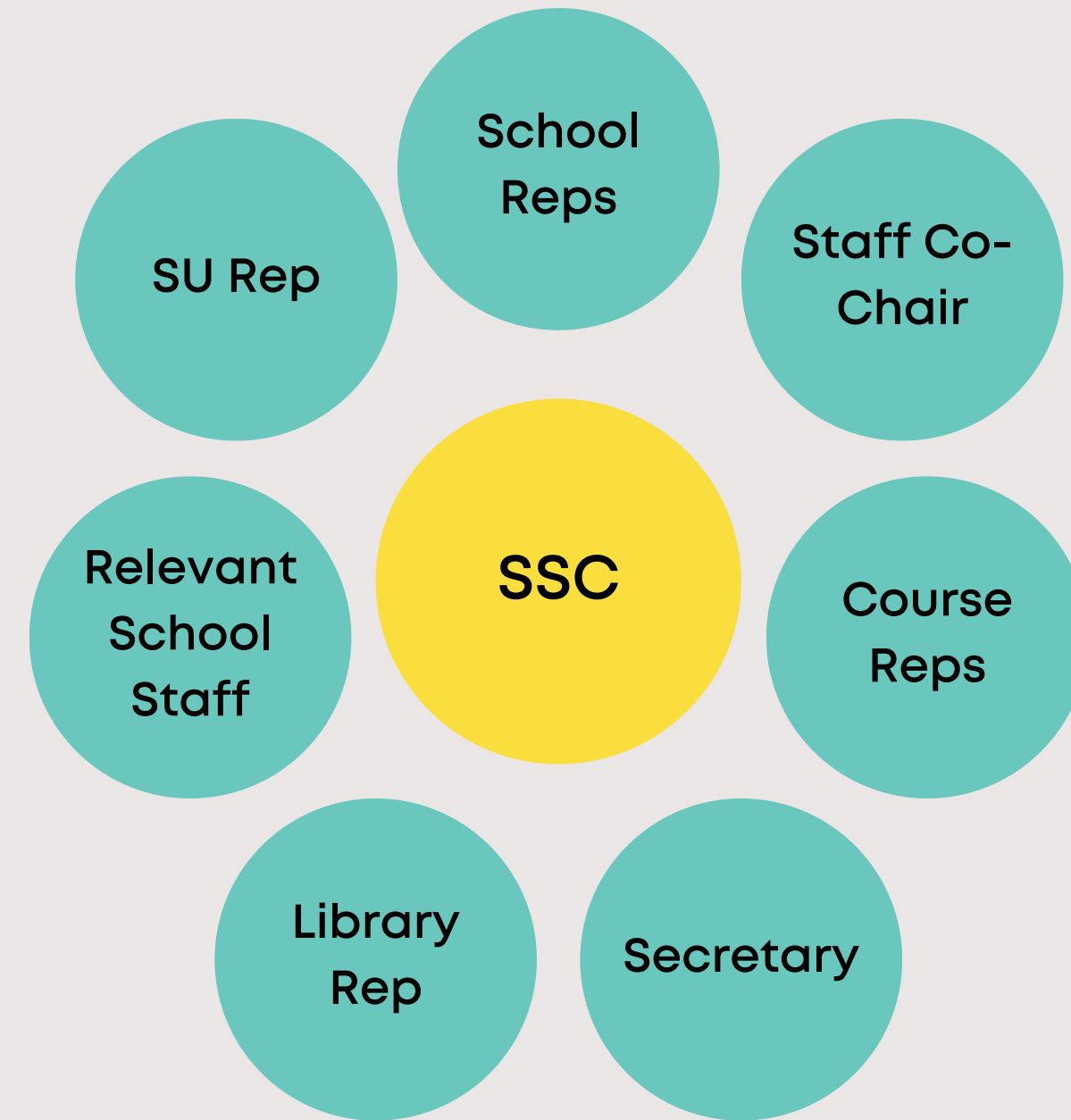
SECs (School Education Committees)

- SECs are formal University meetings, that focus on developing the learning and teaching within each Academic School.
- They include course and module creation, and assessment reviews.
- These meetings are not student-centred, but School Reps are invited to provide a student point of view on discussion topics.
- Each SEC meets 5-6 times a year.
- After each SEC, you should feedback any relevant points to all students

School Reps

Senior Tutor

Head of School

Other Relevant School Staff

SEC

Module/ Year Leads

Library Rep

Secretary
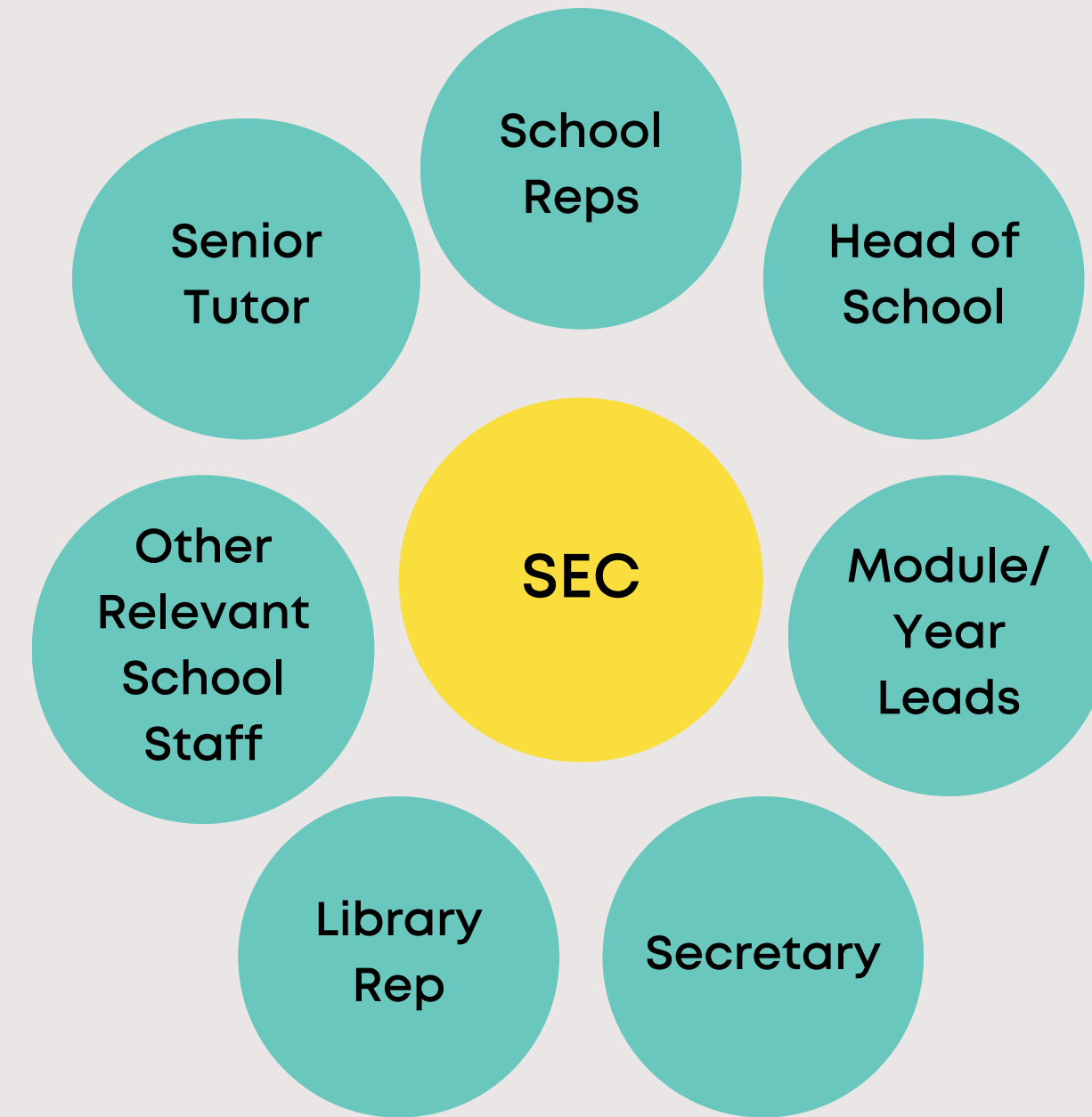
You'll meet with the SEC chair before your first meeting so they can give you more details on how the SECs in your School run

Academic Rep Briefings

- A chance to meet with all the Course Reps in your School (/subject area)
- You will chair the meeting and be responsible for making sure notes are taken
- You'll hear updates from your College Rep and Education Officer
- Purpose of the meeting:
  - Go over last year's goals and achievements
  - Look out for things that didn't get solved
  - Plan the year ahead and discuss different things you want to improve
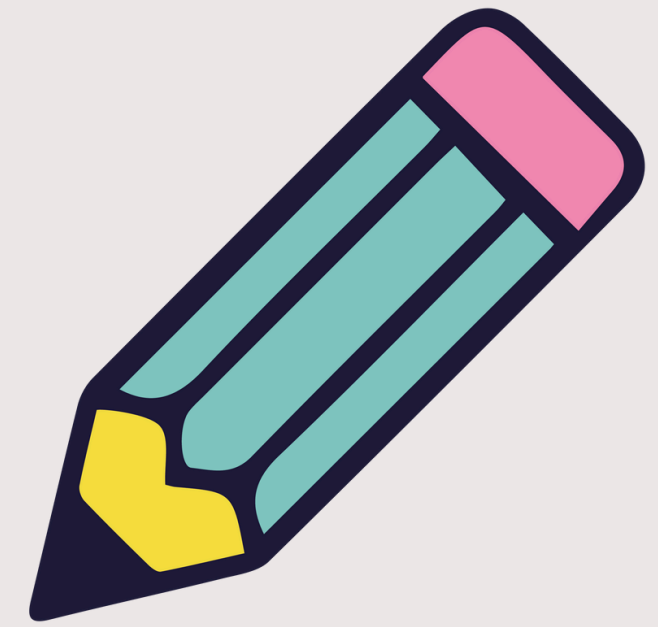
Refreshments will be available

Academic Rep Forums

- You are invited along side the other Academic Reps to discuss big topics with members of university staff
- What will happen in the event?
  - You'll sit on one of 3 or 4 tables with other reps
  - Staff will rotate around the different tables with a topic
  - You'll be able to give feedback from your School on the given topics
- Topics will be circulated before the event so you will get a chance to gather feedback

Refreshments will be available

Reporting back to your cohort

- After each meeting you attend as a School Rep, you are responsible for ensuring that your cohort knows the outcomes from the meeting
- There are lots of ways to do this, e.g:
  - Sending an email out to everyone in your school with the details from the meeting (more on how to do this later)
  - Doing a lecture shout out (you can use the course reps to help you with reaching everyone)
  - Using a School Newsletter

Reporting back to your cohort

- The key things that your cohort need to know after Rep Briefings:
  - what you decide to work on across the year
  - this could be a good opportunity to get initial thoughts on your plans or sending out a general survey
- The key things that you cohort need to know after a SSC/SEC:
  - any outcomes from feedback given to reps
  - answers from staff in regards to things which couldn't be changed
  - Any info or updates from the library and/or careers

Core Responsibilities

- Sending out information on behalf of the SU and/or the College Reps as well as promoting the work you do as Reps

- Contribute to the Academic Rep Network in your college

- Creating and developing a School Led Vision

- Attend check-in meetings with us

- Submit your monthly reports and keep your timesheet up to date (more on this later)

Blackboard + School Rep Hub

- You will have been enrolled onto our School Rep Blackbaord site, where you will find lots of useful information, including these slides (after the the session) and lots of extra helpful resources

- We also have a School Rep Hub on our website, where you can find all the important information, FAQs about the role, and contact information if you have any other questions.

Using the SU Website

Through the SU website, you are able to email all of the students in your School, make surveys and email the Course Reps in your School

There are slides available on the School Rep Blackboard site which go over how to do this

The Academic Rep Network

- This will mostly be run by your College Rep but our Academic Rep Briefings will be the start
- This will involve:
  - Helping make sure your Course Reps are working together to achieve their goals
  - Working with the College Rep to make sure your school is represented to the highest levels of this university
- You'll have an online teams space with us, you (The School Reps) and the College Reps - this is also where you'll store your timesheets (more on this later)

School Led Visions

- This is your chance to make big changes in your School
- A partnership overseen by you to collaborate with key staff on developing projects to improve your school
- You will identify key topics or themes to work on using:
  - Feedback from Course Reps and your cohort
  - NSS Data, SSCs and APRs
- Staff will also identify key topics from these areas and SECs
- In the meeting you will decide on the projects and allocate who will be working on what

School Led Visions

School Reps:

School Staff Lead(s):

SU Staff Lead:

Summary of Vision

Theme Title	Further Details	Aim of Theme	Staff/Student Lead(s)

Key Further Details (e.g: important deadlines, timeline, things of note):

Meeting 1 - [date]

Attendees:

Discussions:

Actions:

School Led Visions – Project Ideas

Here are some Visions from last Year (for inspiration!)

Improving Access to information on post-degree Careers Prospects

Investigating the barriers for accessing English Language Support

Increasing Rep Visibility and the number of engaged Reps

How can Group Work can be improved?

Ensuring parity in the Experience of Joint Honours Students

Investigating Alternative Style Assessments

School Led Visions - End Product

- At the end of the academic year, we will invite you all to a celebration event to thank you for all of your hard work (There will be snacks)
- At this event we will invite each School to present your School Led Visions
  - It will just be to us, your fellow School Reps and College Reps
  - It is not assessed
  - This will be a chance for you to work on your presentation skills and have something to add to your CV

School Led Visions - Toolkit

SCHOOL LED VISIONS TOOLKIT

How to make the most of your School Led Visions

LEICESTER STUDENTS' UNION

Academic Year 24/25

We've put together a Toolkit to help you with your Vision

It goes through what a Vision is, and who will be involved, what kind of projects you can do, and includes tips and ideas on how to carry out your Vision once you've decided on your project!

You can find the guide on the Blackboard page (School Reps: ADX170) in the School Led Visions section!

We're also always on hand if you have any questions, or need any help with your Vision!

Check-In Meetings

- These sessions are mandatory
- Just to have a chat about how it's going and what you're up to in your role
- up to 8 Reps per meeting
- Book a slot and attend - this will be done through a doodle poll - we'll send you the link
- A space to ask questions and raise concerns

You don't have to wait for one of these meetings to bring something up with us, we're always available in our office or you can email us at: su-repteam@le.ac.uk

Extra Opportunities

What else can you get involved in as a School Rep?

University Committees

- A number of University committees ask for student representation on them which you can opt in for, these are:
  - Student Wellbeing and Inclusivity
  - Student Skills and Employability
  - Curriculum and Quality
  - Learning Environment
  - A number of sustainability Committees:
    - Environmental Sustainability Delivery Group
    - ESD Working Group
    - Biodiversity Working Group
    - Responsible Consumption Group

Academic Council

- School Reps will sit on Academic Council

- There are several different roles you can volunteer for:
  - PGT Ambassador
  - Sustainability Ambassador
  - Community Ambassador
  - Liberation Ambassador
  - Secretary
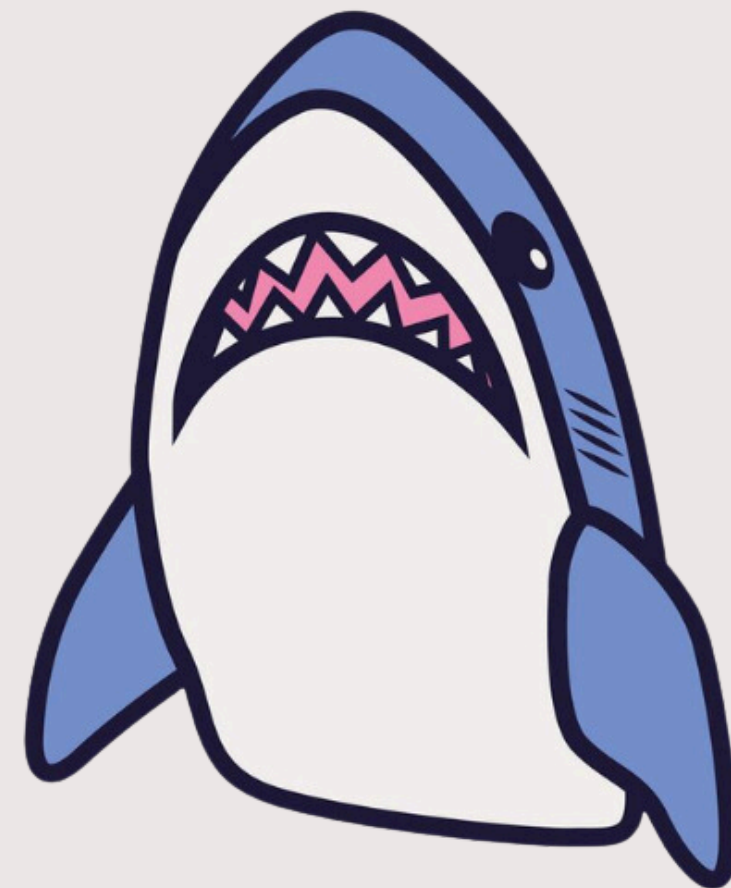
Annual Programme Review (APR)

- We're running a trial in a few Schools to have School Reps involved in their School's APR
- If you are in one of the below schools you will be part of this trial:
  - Criminology, Sociology and Social Policy
  - Archaeology and Ancient History
  - Psychology
  - Engineering
  - Chemistry
- You'll have a training session directly after this one if you are involved in this trial
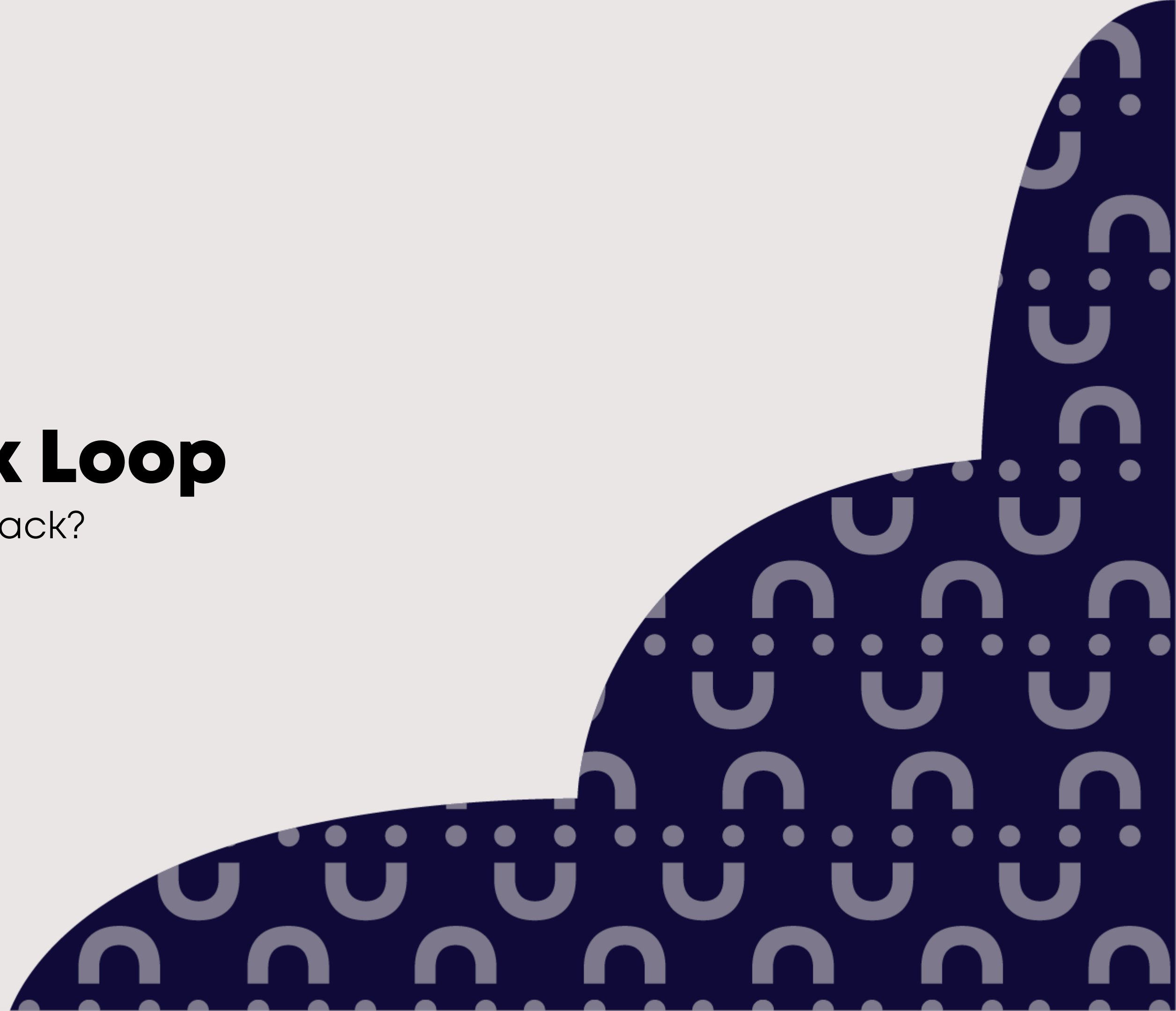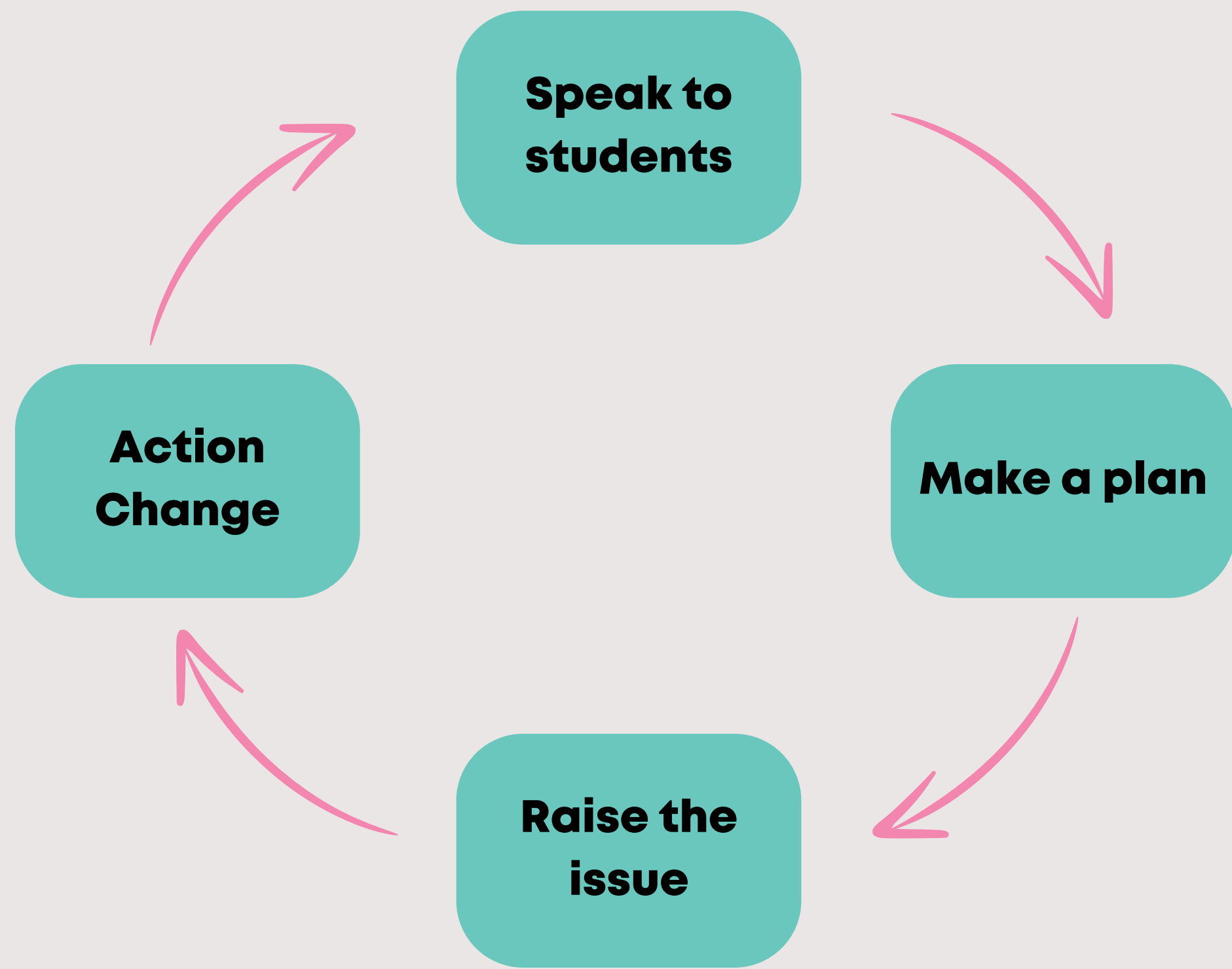
Extra Opportunities

This is also where you can put in your preferences around Leicester 100

The Feedback Loop

What do you do with feedback?

What methods can you think of to get feedback from your cohort as a School Rep?

What are the pros and cons of these methods?

Emails

Surveys/Polls

Lecture Shout Outs

In-person conversations

Temperature checks

What do you need to know when receiving feedback?

Once you've received feedback, you need to make sure you have all the details. This applies for all feedback, whether it's unprompted or requested.

What is the issue, exactly?
It needs to be specific and actionable

Who knows about it?
Who has the student already spoken to?

How long has it been happening?
Who has the student already spoken to?

What evidence do they have?
Are there any documents, emails, etc.
that you need me to see?

What are they happy for you to share?
This includes their name, course and other personal details

What do they want to happen?
While you cannot guarantee an outcome, knowing what someone wants to be the outcome can direct you in your problem solving.

Positive Feedback

Why is positive feedback important?

- If staff don't know something is working or going well, they may get rid of or change something that students like
- Furthermore, staff can sometimes apply good practice to other areas when they know about it
- This is why it is vital to bear in mind and encourage Course Reps to bring positive as well as negative feedback along to meetings
- Note: all the same steps of the feedback loop are needed for positive feedback too

Unexpected feedback

Students may come to you with Unexpected Feedback – all this means is that the feedback is not in response to anything you've done (for example, sending out an email, or circulating a survey)

It is important that you make sure any feedback you take forward is in your remit

Otherwise, it works like any other feedback! You just need to make sure you have all the information you need for the next steps.

Your Remit:

Reps collect feedback on all academic elements of the university experience, including assessments, module content learning resources, careers and community.

Reps aren't trained to deal with personal issues or casework. This means you won't be able to help students with these kinds of issues. Instead, you should signpost students to the experts who can fully support them.

This could be the SU's Advice Service, or a University service like Wellbeing or Accessibility. It could also be a staff member within your School who is trained to deal with concerns.

What is Casework?

Working directly with the student on their individual wellbeing needs. This often involves listening to trauma and advocating for them.

Important Services
The SU Advice Service – advice@le.ac.uk, www.leicesterunion.com/advice
Student Wellbeing Service – wellbeing@le.ac.uk
Student Welfare Service – welfare@leicester.ac.uk
Fees and Income - feesandincome@le.ac.uk
Visas – visas@le.ac.uk
Student Support - https://le.ac.uk/study/student-support

Where should you take your feedback?

To a relevant staff member	To the next SSC or SEC	To the Academic Rep Team

It depends on the type of feedback you have - some things can be easily sorted by talking to your key contact in your school or might have a time pressure so can't wait for a meeting - other things can wait for the next meeting

If your ever unsure or if the issue is slightly bigger, bring it to us in one of your check ins or set up a meeting with us to go through it - it's our job to help you navigate feedback and find out where to go next with it :)

Anonymity

Wherever you decide to take your feedback - it is important that you don't use names

Students

- So you can make sure that students feel comfortable coming forwards with feedback
- Ensure that any other identifying factors are also left out when giving your feedback
- You must also ensure that students have consented for you to bring the feedback forwards

Staff

- The staff member you are giving feedback about may be in the room when you are relaying your feedback
- Use module codes and names rather than naming specific staff members
- Sometimes you'll be asked for the name of the staff member and it's okay to let staff know then

Action change

WHO
Who will be involved?
Which tasks will be delegated?
Make sure everyone knows their roles.

TIME SCALES
How long is the plan supposed to take?
Is there a limit on how long, or a deadline involved?

CATCH UPS
How often will you meet?
Who will be organising them?

HOW
How are you going to keep check of your plan?
How will it be monitored and progress ensured?

Resetting

Once you know the next steps, take this back to the student(s) you were representing – and see what they think of the outcome!

This can start the cycle all over again - or bring this issue to a close

You will also need to let students know on a wider level – you can use a lot of the same methods used to gather feedback for this, the Academic Rep Newsletter or the SU website

This last step is important because if students can see change is happening, they might be more likely to come forward with their own feedback
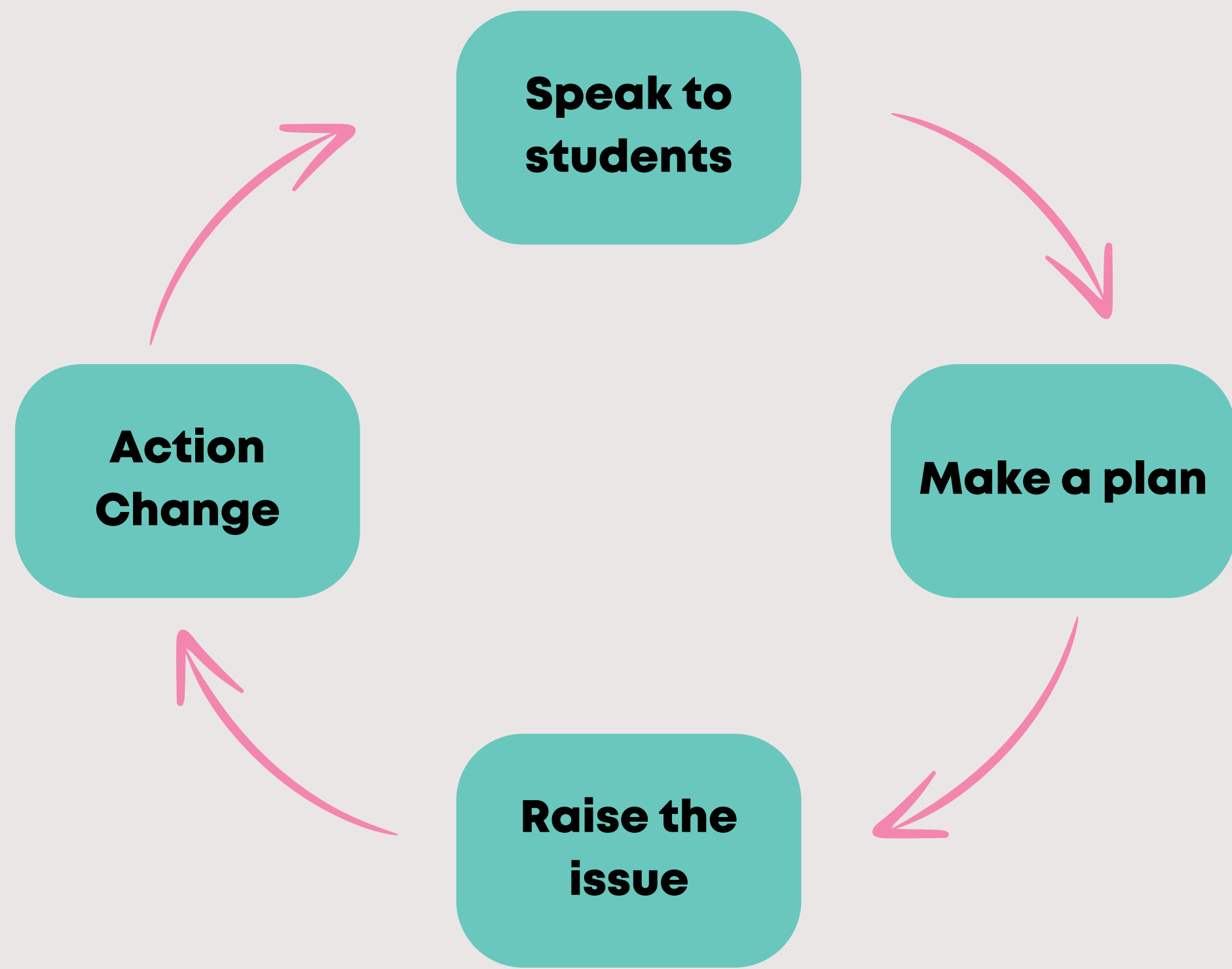
Practicalities

Reports, Timesheets and the boring stuff :)

Monthly Report Template

LEICESTER STUDENTS' UNION

[SCHOOL NAME]
[MONTH] MONTHLY REPORT
[NAME]

School Rep Monthly Report

Summary

Meeting Log				
Meeting name	Summary of your raised points	Summary of outcomes	Actions of note	How did you close the feedback loop

Other Activity Log			
Activity name	Summary of activity	Summary of outcomes	Actions of note

School Led Vision Summary			
Theme Title	Further Details	Aim of Theme	Staff/Student Lead

Contents

Things to think about:

SSC meetings:
In what ways have you contributed and what matters have you raised? Did you close the feedback loop after the meeting? How did you do it? Have there been any themes across the School that need to be raised?

SEC meetings:
In what ways have you contributed and what matters have you raised? Did you close the feedback loop after the meeting? How did you do it? Has anything come up which requires you to consult with your cohort/course reps/college rep?

Academic Rep Network:
How have your meetings with the Academic Reps in your College gone? Are you working on anything with the College Rep? Do you feel like you have a sense of community? Are there any issues with Schools/Staff/Education matters we should be aware of? Or any issues with the reps that we need to be involved in?

Personal Reflection:
What transferable skills have you worked on? Are there any skills you would like us to help you develop? Are there any areas you specifically are working on developing?

The Reports are really helpful once you've finished the role, as you will be able to quicky find examples and ways to demonstrate your skills in whatever you do next – whether than be further study, to put on your CV or in interviews!

Timesheets

- You will need to fill out a timesheet that includes the hours you've worked
- Paid on the last working day of the relevant month
- Cut off points for salaries is roughly a week before – we will cross reference your timesheet against our records.
- Pay will come directly from us, not from the University/Unitemps
- You will receive a payslip
- If you have multiple jobs, make sure to check how much tax you are paying – you may have to claim some back at the end of the tax year.

Timesheets - What do they look like?

Enter times in shaded areas as per 24 hour clock

	Last Paid	Sun 01 Sep 24
	Timesheet Deadline	Mon 16 Sep 24
	Total Time Paid So Far	0 0
	This Payday	0 0

Comments

	Start		Finish		Breaks		Time Worked	
	Hour	Minute	Hour	Minute	Hour	Minute	Hour	Minute
Sun 01 Sep 24	0	00	0	00	0	00	0	00
Mon 02 Sep 24	0	00	0	00	0	00	0	00
Tue 03 Sep 24	0	00	0	00	0	00	0	00
Wed 04 Sep 24	0	00	0	00	0	00	0	00
Thu 05 Sep 24	0	00	0	00	0	00	0	00
Fri 06 Sep 24	0	00	0	00	0	00	0	00
Sat 07 Sep 24	0	00	0	00	0	00	0	00
Sun 08 Sep 24	0	00	0	00	0	00	0	00
Mon 09 Sep 24	0	00	0	00	0	00	0	00
Tue 10 Sep 24	0	00	0	00	0	00	0	00
Wed 11 Sep 24	0	00	0	00	0	00	0	00
Thu 12 Sep 24	0	00	0	00	0	00	0	00
Fri 13 Sep 24	0	00	0	00	0	00	0	00
Sat 14 Sep 24	0	00	0	00	0	00	0	00
Sun 15 Sep 24	0	00	0	00	0	00	0	00
Mon 16 Sep 24	0	00	0	00	0	00	0	00
Tue 17 Sep 24	0	00	0	00	0	00	0	00
Wed 18 Sep 24	0	00	0	00	0	00	0	00
Thu 19 Sep 24	0	00	0	00	0	00	0	00
Fri 20 Sep 24	0	00	0	00	0	00	0	00
Sat 21 Sep 24	0	00	0	00	0	00	0	00
Sun 22 Sep 24	0	00	0	00	0	00	0	00

Must be filled out in 24hr time format (e.g: 15:00 not 3:00)

Only put in the hours you've worked

Make a note in the comment box describing what you've done

You'll edit your timesheet in the School Rep Teams site - make sure this copy is up to date as that is what we'll use to pay you - it will be called [Your Full Name] Time Sheet
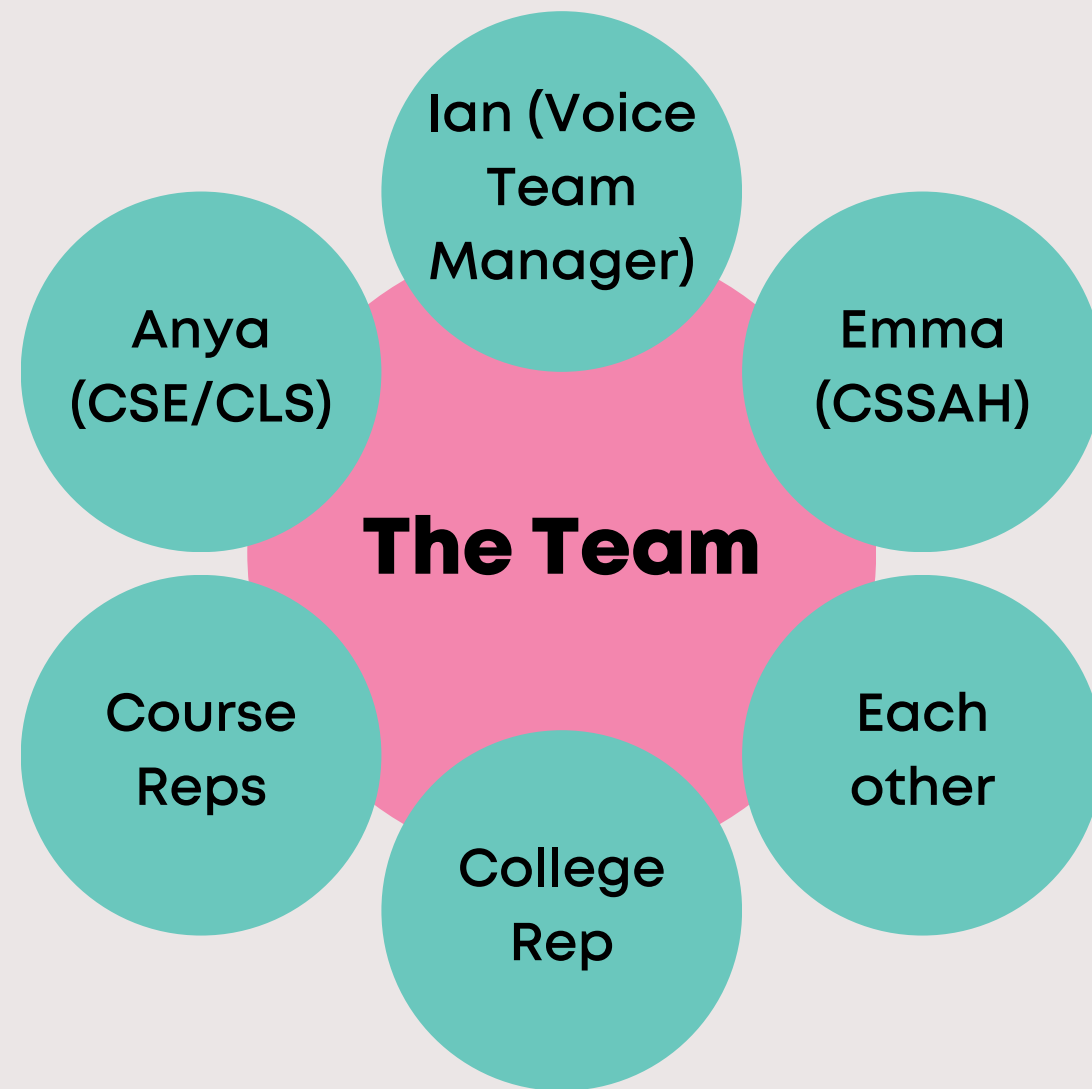
Probationary Period

Paperwork Time

- Contract

- Declaration of Interest

- Confidentiality Statement

- New Starter Form

- Starter Checklist

- Hours Declaration

What support is available?

The Team

- Ian (Voice Team Manager)
- Emma (CSSAH)
- Each other
- College Rep
- Course Reps
- Anya (CSE/CLS)

You won't be on your own!

The Academic Rep Team will be there to help you with anything throughout your role

You'll also have each other - hopefully you'll start to get to know each other and build great working relationships

Our email - su-repteam@le.ac.uk

Finally – Good luck!

If you have any questions you can ask us now or send us an email if you remember them later - our working hours are usually 9:00-16:30 Monday to Thursday and 9:00-16:00 on a Friday