



CODE OF PRACTICE ON STUDENT REPRESENTATION

1. Introduction

The Student Charter sets out a joint partnership for learning between students and staff. Jointly created by the University and the Liverpool Guild of Students, it represents a shared commitment to the values of the University and to the development and sustaining of a stimulating, diverse and supportive environment that is conducive to learning.

Students can engage with the University in a number of ways: as learners, volunteers, Course Representatives, Student Representatives for special engagements such as Internal Periodic Reviews, as members of the Liverpool Guild of Students, as members of committees at various levels and by providing individual and collective evaluative feedback to the University on its provision. The University is committed to improving the motivation of students to engage in learning, and to the participation of students in processes that can improve their educational experience. Students are the experts on the 'student experience'.

The University of Liverpool is committed to receiving and responding to student evaluations. For the purposes of this Code of Practice, the term "evaluation" is used to describe critical and constructive comments from students to the University, and the term "feedback" is used to describe the responses the University gives back to students. Students' evaluations may be gathered in a variety of ways, through internal systems such as student evaluation surveys at module and programme level, within Staff-Student Liaison Committees, through the Academic Advisor system, by informal contacts between students and academic staff, and through national surveys such as the National Student Survey and the Postgraduate Taught and Postgraduate Research Experience Surveys completed by recent graduates.

2. Student Representation

Student representation at all levels within the University of Liverpool is the responsibility of the Student Representation and Engagement Sub Committee (SRESC), which reports to the University Student Experience Committee.

The membership of the Student Representation and Engagement Sub Committee comprises:

- Pro Vice-Chancellor - Education (Chair)
- A representative from Academic Quality and Standards Committee
- Academic Lead for Online Learning (or her nominee)
- A representative from Teaching Quality Support Division
- A representative of the Centre for Lifelong Learning (secretary)
- Two Student Representative Officers from Liverpool Guild of Students
- The Returning Officer of Liverpool Guild of Students/Representative from Student Administration Services

- The Liverpool Guild of Students Representation and Democracy Co-ordinator
- The Liverpool Guild of Students Policy and Campaigns Manager
- The three Faculty Student Voice Co-ordinators
- A representative of academic staff from each of the three faculties
- Student Experience Leads from each Faculty (or their nominee)
- Student Communications Officer from Corporate Communications

The Student Representation and Engagement Sub Committee shall normally meet three times per year.

This Code of Practice provides a framework for formal meetings, including meetings conducted through electronic media, between staff and students. It is recognised that the format for these formal meetings may have to be adapted according to the needs of individual departments/schools and locations. The Secretary to the Student Representation and Engagement Sub Committee and the appropriate Faculty Student Voice Coordinator at Liverpool Guild of Students must be informed of any variations to the Code of Practice that departments/schools may wish to implement.

Relevant details and guidance on the implementation of this Code of Practice can be found in the annual annexe.

3. Student Representation Policy

The generic principles are outlined below. Sections 5-7 provide specific local variations.

3.1 Definitions:

- Course Representatives – for undergraduate or postgraduate taught students, Course Representatives are selected by students from the cohort of students on a taught programme at each level of that programme. For postgraduate research students, Course Representatives are elected to represent their cohort within a department or school/institute. These representatives may be members of committees at dDepartment, School, Faculty or Senate level.
- Student representatives – may be elected or volunteer representatives for special engagements e.g. Periodic Review, Thematic Review or QAA's Higher Education Reviews.
- Faculty Student Voice Coordinators (FSVC) – are Liverpool Guild staff members who are recruited to support Course and Student Representatives and staff who co-ordinate representation within their department/ school. There is one FSVC per Faculty.
- Liverpool Guild of Students Student Representative Officers – provide student representation at University level Committees and Working Groups, and at Council and Senate

3.2 Course Representatives

Course Representatives would be required for all:

- UG single honours and integrated Master's programmes at each level of study
- UG Honours Select subject components at each level of study
- UG Combined Honours
- PGT programmes

- PGR programmes

All new and returning Course Representatives should receive training from Liverpool Guild of Students or Laureate Online Education as appropriate. In due course they will be eligible to record their activity on the Higher Education Achievement Report.

3.3 Staff- Student Liaison Committees (SSLCs)

The formal contact provided through the role of the Course Representatives and Staff Student Liaison Committees is recognised as an important channel of communication between students and University staff. For the purposes of this Code of Practice, the phrase ‘Staff-Student Liaison Committee’ is used to describe the department or school committee that provides a formal opportunity for Course Representatives to give evaluative comments to their department/school, and for students and staff to raise issues and comment on any concerns or changes related to their academic programmes and activities.

3.3.1 SSLC Terms of Reference

Items for the Committee should include as appropriate:

- student issues;
- curricula development;
- the organisation and management of the programmes;
- departmental / school / faculty arrangements;
- resources, e.g. availability of teaching and learning materials, library opening hours, IT provision;
- enhancement projects (i.e. the key issues agreed with the HoD)
- communications;
- social events;
- student commentaries for Internal Periodic Reviews and the Annual Subject Review
- Examples of good practice

Any item which cannot be addressed directly by the Staff Student Liaison Committee should be forwarded to the appropriate department/school/Faculty Committee for consideration.

Staff-Student Liaison Committees **should not discuss individual students** and should only discuss individual staff in a responsible and constructive manner.

The Head of School has overall responsibility for student representation and should attend the designated meetings with the Course Representatives. The Head of Department must be present at the Head of Department meeting, and then may delegate the responsibility for the administration of student representation and SSLCs to nominated departmental/school professional services. Heads of Departments also need to support students with the agreed Enhancement Projects. For online programmes, Heads are invited to pose subjects / issues to be raised/considered by Course Representatives. The responsibilities of the nominees will include ensuring that elections for Course Representatives take place in accordance with the terms of this Code of Practice, and that all eligible students are given every opportunity to participate. The name of the Head of Department’s nominee will be added to the Student Representation database maintained by Liverpool Guild of Students (<https://reps.liv.ac.uk>).

Each Department/School/Institute should have a minimum of three separate committees for Undergraduate, Postgraduate Taught and Postgraduate Research students. For taught programmes, committee membership should include a minimum of one Course Representative for each year/level as appropriate. Postgraduate Research SSLCs should identify an appropriate number of representatives that reflects the number of students. Any Department wishing to have fewer SSLCs should email their reason for deviating from the Code of Practice to the Secretary to the SRESC for approval in SRESC.

An Extraordinary Meeting of the SSLC can be called by the Department or by a majority of Course Representatives, with ten working days' notice.

3.3.2 SSLC Membership

Staff-Student Liaison Committees should have a **minimum of 1 student member per year/level of provision per programme or Honours Select Subject Component**, as appropriate. It is recommended that for large cohorts there is more than one Representative per year per programme. For PGR students, SSLCs should be set up to reflect the size and structure of departments/schools/ institutes as appropriate.

Staff members should represent a range of functions.

There should be a reasonable balance between staff and student members

Staff-Student Liaison Committees should ensure that they consider the learning experience of all students on relevant programmes and that committee membership should where possible reflect the diversity of the student population.

Where it is considered unnecessary or inappropriate to have specific representatives, committees should ensure that the needs and experiences of such groups are considered during any discussions.

Where a programme is delivered entirely by open or distance learning, an appropriate (e.g. electronic) discussion group should be established to facilitate discussion of issues.

Liverpool Guild of Students Student Representative Officers and the relevant Faculty Student Voice Coordinator shall have membership on all SSLCs. Where SSLCs are held in London or Singapore, or online Liverpool Guild of Students staff from Liverpool will 'join' the SSLC meetings and support Course Representatives on those campuses via online systems and/or other media.

3.3.3 Agenda and Minutes of SSLC meetings

Professional Services should circulate a draft agenda to and request any additional items from all members of the committee at least 7 working days before the meeting. It is the responsibility of the Course Representatives to collect items from students and to submit them to the Chair/Secretary of the committee. Items can be sent directly to the secretary from any member of the committee.

Professional Services should support Course Representatives in arranging for an agenda setting meeting to take place (which may be via a virtual environment) before the Staff-Student Liaison Committee (e.g. booking a meeting room). This meeting is for Course Representatives to meet and agree the agenda and should be restricted to students. Faculty Student Voice Coordinators can offer support to facilitate the Liverpool campus-based meetings, and should be provided in advance with

a copy of the agenda of equivalent meetings to be held at the University of Liverpool in London (UoLiL) and the University of Liverpool in Singapore (UoLiS).

Minutes should be distributed to all members of the committee ten working days after the committee meeting.

A copy of the SSLC minutes, and any additional information about issues raised and actions taken, should be placed on the appropriate physical and/or electronic departmental notice board(s), and a copy kept by the department for audit purposes. It is recommended that electronic copies are made available.

SSLC minutes should always appear as an agenda item at Department Learning and Teaching Committee meetings, or Boards of Study in each School or Department where there is no Learning and Teaching Committee. A summary of these minutes should also be communicated to the appropriate Faculty Committee to ensure issues are being addressed Faculty wide.

Departments or Schools should have feedback systems in place to ensure that departmental responses to issues raised by Staff-Student Liaison Committees and the online comments tool are communicated to all students in the department.

4. Student Representation and Honours Select Programmes

The role of Course Representative is the same for Honours Select as for other taught undergraduate programmes. Departmental SSLCs and recruitment of Course Representatives will follow standard procedures.

Honours Select students can offer to represent one of the subjects for which they are registered for the single, major, minor or joint subject component. Students can only be a Course Representative for one of the two subjects if they are registered for joint subject components.

Students who are doing other subject components would be entitled to attend the additional appropriate SSLCs as ex officio members.

Honours Select students should be encouraged to raise relevant issues at a Faculty Forum.

5. Student Representation at the London Campus

Student Representation at the University of Liverpool in London

Each programme will have its own SSLC, with student representation based on the standard University criteria. The meetings will take place at the London campus. Teleconferencing/online media will be used to link to the relevant University of Liverpool School/Department as appropriate. Reasonable costs of travel to a meeting in Liverpool, if required, by a Course Representative, should be met by the Department and should not be borne by the student.

Minutes from SSLCs will go to Board of Studies, Learning and Teaching Committee or equivalent.

It is recommended that the Course Representatives meet with their programme director or co-ordinator prior to the SSLC in order to identify any programme-specific areas for improvement. This will allow the SSLC to focus on any more general issues affecting the London based students.

The Head of School will be responsible for ensuring that appropriate student representation structures are in place. This duty may be delegated to Programme Directors/Coordinators. Professional Support Services staff based in either London or Liverpool may also be asked to support programme leaders in coordination of meetings. Staff should liaise with the relevant Faculty Student Voice Coordinator. Liverpool Guild of Students will continue to support SSLC staff in establishing appropriate structures.

It is recommended that there is a London Student Forum that all programmes elect 2 or 3 Course Representatives to sit on and discuss any issues relating to their experiences in London. This is coordinated by the Operations Manager (or delegated to the Student Experience Coordinator); it is expected that this forum will continue whilst the campus is new and student numbers are small. It is recommended that this be reviewed on an annual basis as SSLCs may become a better mechanism for identifying all the relevant issues. It is recommended that this forum takes place once a semester (2 a year) to fit in with the student representation timeline on the Liverpool campus.

6. Student Representation for Online Programmes

Students on the online programmes are entitled to have access to the relevant Faculty Student Voice Coordinator and to representatives of the Liverpool Guild of Students as appropriate.

Staff-Student Liaison Committees (SSLCs) should be programme based and take place via conference calls or video conference, reporting to the relevant committees and Boards in Liverpool as appropriate. A clear mechanism to ensure that the Department or School can respond to specific issues raised and report back to the SSLC on the action taken must be in place.

7. Student Representation and Collaborative Provision

7.1 Student Representation at XJTLU

The Xi'an JiaoTong-Liverpool University policy on student representation is attached as Appendix 1 to this Code of Practice. The Policy, approved by XJTLU, has been endorsed by the University of Liverpool.

<http://www.xjtlu.edu.cn/en/learning-teaching/current-student/student-feedback.html>

7.2 Student Representation at the University of Liverpool in Singapore

Students on the UoLiS programmes are entitled to have access to the Faculty of Humanities and Social Sciences Faculty Student Voice Coordinator and to representatives of the Liverpool Guild of Students as appropriate.

Staff-Student Liaison Committees (SSLC) should be programme based and take place in Singapore, reporting to the relevant committees and Boards of the School of Law and Social Justice in Liverpool as appropriate. A clear mechanism to ensure that the Department or School can respond to specific issues raised and report back to the Singapore-based SSLC on the action taken must be in place.

7.3 Other collaborative provision

In arrangements with partner organisations for the delivery of programmes leading to academic credit towards a University of Liverpool award, or where students at the partner organisation are

registered on a University of Liverpool degree programme, it will be expected that the partner organisation has in place a structure for student representation.

This would normally involve SSLCs attended by Course Representatives elected by their peers to present constructive evaluative comments from their constituents to their Departments, and to report back to students the outcomes of the meetings. SSLC membership should include a minimum of one student representative for each year or level of study, and should where possible reflect the diversity of the student population. Students must be registered on the programme for which the specific SSLC is responsible to be eligible to stand for or vote in elections. Information about the student representation system should be provided by departments as part of their induction material and should be included in departmental student handbooks. It is expected that Heads of Departments will nominate members of academic staff to serve on the SSLCs. There should be a reasonable balance between staff and student members.

Departments should arrange a minimum of two scheduled committee meetings per year, convened at an appropriate stage in each semester, at times that are convenient to both students and staff. At the first meeting of each year there should be a short introduction to the purpose, remit and procedures of the SSLC, and the members should elect officers, to include, as a minimum, a Chair and a Secretary. Where possible the officers should be students.

SSLCs should ensure that they consider the learning experience of all students on relevant programmes, and would normally consider matters relating but not restricted to curriculum development; the organisation and delivery of the programmes; departmental arrangements; timetabling issues; resources, e.g. availability of teaching and learning materials, library opening hours, IT provision; communications. Staff-Student Liaison Committees should not discuss individual students and should only discuss individual staff in the context of general issues.

8. Course Representatives' Responsibilities

Course Representatives should gather representative evaluations from their constituents to present to their Department/ School. It is their responsibility to present the views of students to staff and to report back to students the outcomes of Staff-Student Liaison Committees and other meetings.

Course Representatives are expected to present constructive evaluations to their Departments and work actively with their Departments or Schools to find solutions to any issues raised. All Course Representatives (new and continuing) should attend training sessions on student representation offered by the Guild of Students.

Course Representatives for taught programmes should meet with their Head of Department or Head of School to identify a topic for their Enhancement Project. The Enhancement Project is the key issue(s) for their programme that they will focus on over the year. They will collect student evaluations of that issue and work with staff to promote improvements to the programme or within the department/school.

The role of Course Representatives can be seen as divided into two parallel processes. Firstly, operational issues raised with Course Representatives are submitted through the online comments tool; these should be dealt with by the Department/School and reported at the SSLC. Secondly, Course Representatives should focus on their Enhancement Project throughout the year, gaining feedback on one key area and agreeing ideas for improvement with their Head of Department. Course Representatives should also raise any other issues not related to their Enhancement Project

at the SSLC. The main focus of the SSLC should be on strategic enhancement of programmes and Departments. Agreed actions should be fed back to Liverpool Guild of Students, and communicated to students by Departments and Course Representatives.

9. Departmental and School Responsibilities

Heads of Departments should nominate members of staff to act as the contact person for all student representation activities, and inform the Liverpool Guild of Students who those people are by uploading the details onto the Student Representation database (<https://reps.liv.ac.uk>). Guidance on this can be sought by contacting the relevant Faculty Student Voice Coordinator.

The Department should ensure that where possible, elections are held to appoint Course Representatives. Guidance on elections can be found in section 11 below. Liverpool Guild of Students will send all information about the election process to the Departmental contact. Details of the nominated contacts should be entered onto the Student Representation database (<https://reps.liv.ac.uk>)

It is the responsibility of the Department to include information regarding Student Representation and the SSLC in the Annual Subject Review, as a tool to assure quality with regard to format, conduct and effectiveness of its student representation.

Departments and Schools are encouraged to invite Course Representatives for taught and research degrees to meetings of all the appropriate decision making bodies.

It is the responsibility of the School to ensure that effective representation exists at School level. Course Representatives should be recruited to sit on School level committees. Guidance on this can be sought by contacting the relevant Faculty Student Voice Coordinator.

Departments should schedule a minimum of two SSLC meetings per year. These should be convened in conjunction with the School to ensure that all SSLCs are held prior to the School and Faculty Committees and at appropriate stages in each semester, at times that are convenient to both students and staff. Further guidance for staff is available from the relevant Faculty Student Voice Coordinator. At the first meeting of each year the Department lead for student representation should give a brief introduction on the purpose, remit and procedures of the SSLC, and the members should elect officers, to include, a Chair and a Secretary. Where possible the officers should be students.

Course Representatives should be provided with adequate access to their Department's administrative facilities to enable the sending of emails to students and for printing and photocopying of appropriate materials.

Where appropriate, Course Representatives should be allowed to make a brief presentation about SSLC agenda items or their Enhancement Projects as identified at the meeting with the Head of Department at the start or end of relevant lecture sessions.

Adequate and accessible notice board space, physical or electronic, should be made available to Course Representatives.

Departments should ensure that an online comments tool is established that allows any student to raise operational issues with the Department at any point throughout the year. Any operational issues that require immediate action should be dealt with immediately and any issues that require discussion can be referred to the SSLC or Course Representatives. Students should be made aware of the importance of notifying the School or Department of concerns as they arise so that they can be resolved quickly and satisfactorily. The online comments tool could be a VITAL module, designated email address or text/twitter wall.

10. Faculty Responsibilities

It is the responsibility of the Faculty to identify a member of staff to act as the Representation Administrator (FRA), who will act as a convenor to the Faculty Forum. The Faculty Forum will identify which Course Representatives will sit on the various Faculty Committees along with the Faculty Student Voice Co-ordinator. The Forums also provide an opportunity for discussion of issues at a Faculty level. All Course Representatives should be invited to the Forum and can nominate themselves to sit on the Faculty committees.

The Faculty should ensure that the appropriate Faculty Student Voice Coordinator and at least two Course Representative positions are included in the terms of reference for all its major committees. It is the responsibility of the FRA and Chair of the Forum to ensure that the responsibility for attending and reporting back from these committees is divided up equally between all representatives on the Forum.

The FRA should provide Liverpool Guild of Students with the names and contact details of all Faculty Representatives, the details of the committees on which they sit, and the dates of all the meetings.

11. Liverpool Guild of Students Responsibilities

Liverpool Guild of Students will ensure a staff member (Representation Manager) is appointed with the responsibility for maintaining and developing student representation within the University. The Representation Manager will be supported by three Faculty Student Voice Coordinators.

Liverpool Guild of Students will maintain the Student Representative database, and be responsible for communicating relevant information to all Course Representatives and staff. (This does not include information specific to individual SSLCs or Faculty Committees, which is the responsibility of the designated contact.)

The Representation Manager and Faculty Student Voice Coordinators will be responsible for providing training and support for Course Representatives (apart from those online students who receive training from Laureate Online Education), including ensuring all relevant information is provided either online or in hard copy.

The Representation Manager and Faculty Student Voice Coordinators will provide advice and support to staff working within all student representation structures.

Liverpool Guild of Students will organise the selection of the Senate Representatives prior to the first meeting of Senate.

Liverpool Guild of Students will facilitate a meeting of the four elected officers of the Guild and the Senate Representatives prior to each University Senate meeting in order to familiarise Representatives with the agenda and discuss current issues.

Liverpool Guild of Students will facilitate briefings for those Course Representatives who attend Faculty committees.

It will be the responsibility of the Faculty Student Voice Coordinators to brief the relevant representatives on the agendas with support from the FRA.

The Representation Manager will report to the Student Representation and Engagement Sub Committee.

12. Elections

Departments should hold a properly constituted election, by ballot, for all Course Representatives. Liverpool Guild of Students shall issue election guidelines on an annual basis.

The term of office for Course Representatives will run until the end of the academic year. Course Representatives may choose to stay on for subsequent years. Where this does not happen, elections will be held to recruit new course representatives.

The dates for closing nominations and for elections are at the discretion of Departments. However, there should be a period of at least one week between nominations opening and closing, and a sufficient period of time for circulation of information before the day(s) of election.

Students must be registered on the programme or subject component for which the specific Staff-Student Liaison Committee is responsible to be eligible to stand for or vote in elections.

The Returning Officers for any election to a Staff-Student Liaison Committee shall normally be the designated Departmental contacts with responsibility for that Staff-Student Liaison Committee.

At the close of nominations, if the number of candidates for any given position(s) is equal to or less than the number of positions, such candidates should be declared elected and this result publicised and made known to Liverpool Guild of Students (via the database) to ensure that the student(s) are included in student representation training.

Where the number of candidates for any given position(s) exceeds the number of positions available an election will be held.

If, at the end of the election process, any vacancies remain, the Staff-Student Liaison Committee may choose to co-opt further Course Representatives in order to fill the remaining places.

Information about the student representation system should be provided by Departments as part of students' induction material and should be included in Departmental student handbooks. Elections for Course Representatives should be announced as part of Departmental induction for students. It is also recommended that Liverpool Guild of Students or former Departmental Course Representatives should be invited to give a presentation on student representation opportunities to new students at the beginning of the academic year.

Elections for Course Representatives should be held as early as possible, but no later than week three of the semester in which study commences as specified in the Annual Annexe to the Code of Practice on Student Representation.

The names of all Course Representatives should be added to the Course Representatives database (reps.liv.ac.uk) by the departmental contact by week 3.

13. Further Information

Further guidance on the structures of course representation can be obtained by contacting the appropriate Faculty Student Voice Coordinator- contact details can be found in the annual annexe.

CODE OF PRACTICE ON STUDENT REPRESENTATION AND ENGAGEMENT

APPENDIX 1

XJTLU Guidelines on the Role of Student Representatives on Academic Committees

1. Introduction

The University is committed to receiving and responding to student feedback in order to improve the quality of the student experience within the institution. Feedback may be gathered in a variety of ways, for example, through module questionnaires, within Staff-Student Liaison Committees, through the personal tutoring system, and by including student representatives in Academic Board, University Learning and Teaching Committee, Departmental Learning and Teaching Committee, and the Internal Periodic Review process.

This document aims to provide a clear description of the selection of student representatives and the role and responsibilities of student representatives on academic committees.

2. Selection of the students

Selection of student representatives should be done in a fair and transparent manner on annual basis. The name of student representatives on academic committees should be published to all students in the university.

2.1 Academic Board

The membership of Academic Board includes four student representatives. Two undergraduate students, one masters and one PhD from Staff-Student Liaison Committee should be on the Academic Board. Applications will be formally invited and selection will be done by the Centre for Academic Affairs. Interview may be organized when more applications are received.

2.2 University Learning and Teaching Committee

The membership of University Learning and Teaching Committee includes three student representatives. Two undergraduate and one master's representatives from Staff-Student Liaison Committee should be on the University Learning and Teaching Committee. Applications will be formally invited and selection will be done by the Centre for Academic Affairs.

2.3 Departmental Learning and Teaching Committee

Each department should have at least one student representative on the Departmental Learning and Teaching Committee. Where student number is high, more than one student representatives can be selected to present views from wider student community.

(The student-staff liaison committee offers an alternative way to involve a larger group of students from a variety of backgrounds and levels).

2.4 University Research Committee

The membership of University Research Committee includes one PhD representative who is formally selected by all postgraduate research students.

3. Constructive Feedback

Student representatives should make every effort to gather representative feedback on learning and teaching matters from their constituents to present to their peers. It is their responsibility to

present the views of students to staff and to report back to students the outcomes of academic committee meetings.

Student representatives are expected to present constructive feedback to the committees they serve and work actively with their departments to find solutions to any problems encountered. Where issues raised may cause concerns from different departments, student representatives are encouraged to consult with students from wider student community to collect feedback. Student representatives are expected to conduct their consultations with students in English, so that all students and academic staff may participate freely.

Where the Centre for Academic Affairs provides central training session for student representatives, student representatives will be encouraged to attend those.

4. Confidentiality

Students' representatives are expected to maintain confidentiality about any information related to students or staff that they may have access to during the course of their responsibilities. Similarly, information that is confidential to XJTLU may not be shared beyond the campus community.

At the outset of each meeting, the academic committees will decide on reserved agenda items for which student representatives will be asked to leave for closed discussion among staff members of the committees.