Student representation, evaluation and complaints



Student Representation

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1.	Elected student representatives are responsible for representing the best into of their peers, including the varying needs and perspectives of different stude. To enable this, they gather feedback			

- 7. Student representation for Foundation, Undergraduate and Postgraduate Taught students is coordinated by the Students' Union, working in partnership with the University.
- 8. Where programmes are delivered at international branch campuses, student representation for those programmes is coordinated either by the local Heads of Section or by the local students' union/students' association, who oversee the elections process and training. As such, there may be local variations in the processes described below, and students can obtain information on these from their local student support centre or students' association.
- 9. Students are elected by their peers as Undergraduate or Postgraduate Course

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- 23. Students nominate themselves on the Students' Union website.
- 24. Student Reps are democratically elected by their peers and hold office for one academic year, although they can run for re-election.
- 25. Elections for Undergraduate Course Reps, Postgraduate Course Reps and Postgraduate Senior Reps take place at the start of the autumn term. Successful candidates take up post immediately.
- 26. Elections for Undergraduate Senior Reps take place during the spring term. Successful candidates take up post at the start of the autumn term in the next academic year.
- 27. Where a position remains unfilled after the elections process,
 Schools/Departments should draw representatives from the student body as
 democratically as possible. Students and existing Student Reps should be invited
 to appoint Student Reps in-house. This could be by a raising of hands in a

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Level	Committee or Board	Other opportunities
University	Council	
	Senate	
	University Board for Teaching, Learning and	

- 36. Where programmes are delivered at an international branch campus, one or more SSP Groups must operate on that campus according to the needs of, and existing structures in, Academic Sections.
- 37. If a programme is delivered with a partner, an appropriate system should be put in place to ensure students have the opportunity to provide feedback and discuss their programme and experiences. This should feed into relevant structures at both institutions, and it might include a joint SSP Group.
- 38. Each SSP Group should

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- their contributions through a combination of face-to-face and virtual meetings and asynchronous opportunities e.g. electronic discussion boards. In this way, Senior Reps can help to shape their Schools' Teaching and Learning and Student Experience priorities and supporting activities for the coming year.
- 57. Where programmes are delivered at an international branch campus, the Branch Campus Academic Board should include two Student Reps as members.
- 58. Details about the core functions and membership of Branch Campus Academic Boards can be found in the University's policy <u>Quality management and enhancement processes at the University of Reading.</u>

Periodic Review of Programmes and New Programme Scrutiny Panels

- 59. As part of the six-yearly Periodic Review process, Student Reps in the subject area under review are invited to consult with their peers and to prepare a Student Submission, which is considered by a Periodic Review Panel. Periodic Review Panels will also meet with a group of students and recent graduates from the subject area under review. Periodic Review Panels include a student member who is either a Student Rep from a different discipline or a Student Officer of the Students' Union. The involvement of a range of students ensures that the outcomes of Periodic Reviews are informed by the student voice and it encourages shared responsibility for the outcomes of the process. Further details about student participation in Periodic Review are included in the Requirements for the Periodic Review of Programmes.
- 60. Scrutiny Panels appointed to consider new programme proposals include a student member, who is either a Student Rep from outside the proposing School or a Student Officer of the Students' Union. The student member works in partnership with internal and external academic staff to shape the quality of the curriculum. Further details relating to student participation in Scrutiny Panels are

- Student Officers and Student Reps are also included, where appropriate, in a 64. range of University working groups and steering groups which are established from time to time.
- Further details of University-level committees are available in the Committee List, 65. which is available on the Governance Zone webpage. Also available on this

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