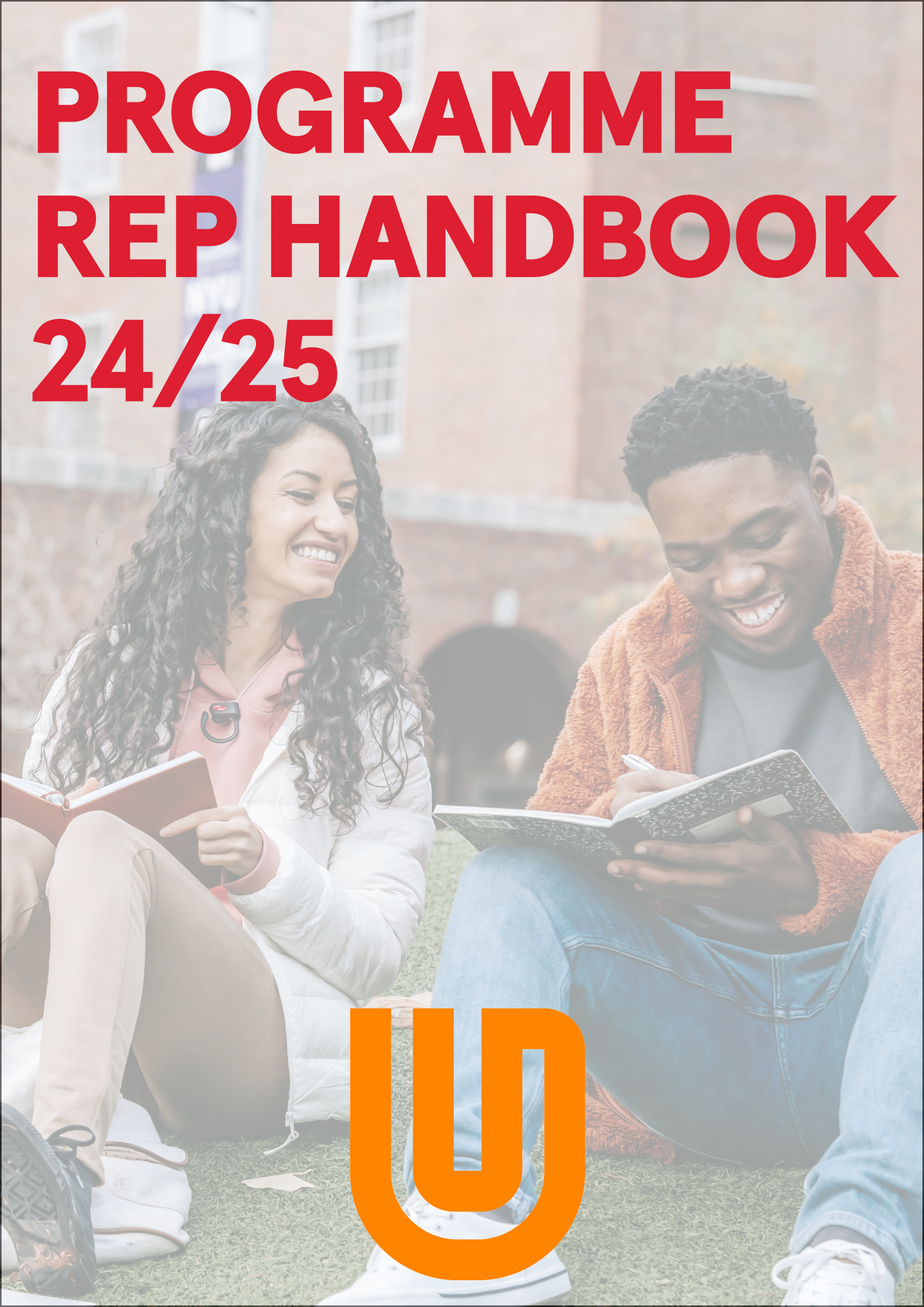
PROGRAMME REP HANDBOOK 24/25



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We want to begin by thanking you for stepping up and putting yourself forward to become a Programme Representative. By taking on this role, you're now part of a group of student leaders working to make sure everyone's voice is heard and acted on.

The work you do is essential in shaping the student experience at City St Georges. By bringing their concerns to the forefront, you help ensure that every student gets the most out of their time here.

This role also gives you the chance to grow your skills—whether it's leading, negotiating, or communicating effectively. With the training and support from City St Georges Students' Union, you'll be well-equipped to represent your classmates and make positive changes.

As your Students' Union Officers, we are all here to support you in making the positive changes you want to see. We'll work alongside you, providing guidance and collaborating to address issues that affect students across the University. Together, we can ensure that your time as a Programme Rep is not only rewarding but also impactful.

Welcome to the team!

City St George's Students' Union Officer Team

Congratulations on becoming a Programme Representative! In this role, you will play a really important part in improving the student experience at City St George'and representing the student voice.

Our University strategy places students at the heart of everything we do and as a Programme Representative, your voice is vital for shaping what this means. This year is a exciting time to be a Programme Representative as we are now a new university after the merger of City with St George's.

We really want to hear what students want from the new university and how we can support you. I'm looking forward to learning more from you and our students about all your experiences.

My strategic priorities for improving our student experience are building our university community, fixing the basics with our processes, understanding and engaging with our students.

Your experiences as a student and the experiences of others on your programme will ensure that your voice is heard and that we have the opportunity to listen and learn from you.

I hope you enjoy your time as a Programme Representative and I look forward to working with you to enact positive change for all our students

Susannah Quinsee
Vice President Digital and Student Experience

PROGRAMME REPRESENTATIVE ROLE

A Programme Rep is a student who has been elected to represent the students on their course. They represent the academic and non-academic interests of their cohort and are empowered to make positive, student-led change at City St George's.

Programme Reps play a key role in ensuring that all students have a voice and an opportunity to share feedback about their learning experience. They help students make as many positive changes as possible and ultimately, help improve the quality of education at City St George's.

What does a Rep do?

They gather the views and opinions of students on their course and communicate that feedback to academic and professional services staff. Programme Reps are an important part of the representative and changemaking structures at City St George's.

Your responsibilities are to:

- Be the key link between students on your course and programme staff.
- Represent the academic and non-academic interests of students.
- Attend and actively contribute to committees and meetings.
- Proactively engage with students and collate any feedback relating to their experience.
- Present student feedback at relevant meetings.
- Communicate key information and outcomes back to the students.
- Work closely with School Assembly Members and Students' Union Deputy President.
- Attend training sessions run by City Students' Union.
- Be a point of signposting information for students on your programme.
- Communicate regularly with the SU Representation Team.
- Promote module evaluations, NSS/PTES/PRES and other feedback systems to your cohort.
- Regularly engage with the GetHeard platform, responding to students, moderating and escalating posts.

Not your role:

- Taking on student welfare or academic issues
- To battle lecturers or staff
- Work on your own to resolve an issue instead of working with other programme reps and staff members.

The role of a Rep can be broken into 3 key areas: **Research, Represent, and Report.**

REPORTING BACK TO STUDENTS

Closing the feedback loop is essential. Students value sharing their concerns when they see action being taken.

Provide regular updates to your cohort to show that their feedback is being used and progress is happening. After discussing feedback with staff, always report back and keep students informed.

Use GetHeard or other methods to share these updates.

SHARE YOUR WINS

Programme Reps work hard every year to make changes happen for students. We're keen to demonstrate the impact that you have as Reps so we ask you to share your wins with us.

You'll have access to our Rep Wins form for you to submit your achievements, which will be shared on our website and in your regular Rep Newsletter.

I was able to agree with our school to have a generous marking on our Finance exam and Economics coursework as they were both far away from what we thought in lectures.

- BSc Mathematics with Finance and Economics Year 2

Timetable was not convenient, online and in-person sessions were too close for students to commute to uni. I contacted the course office, directors and relevant professors and rescheduled the timetables to try to fit in the lectures while giving students enough time to commute to uni for the in-person sessions.

- BSc Actuarial Science Year 2

I established the class's official group chat, ensuring its success by achieving 100% membership among the course participants. Additionally, I created a Discord chat, a professional pathways group chat, a girls-only group chat, a program representatives group chat, and an announcement channel.

- MSci Computer Science Year 1

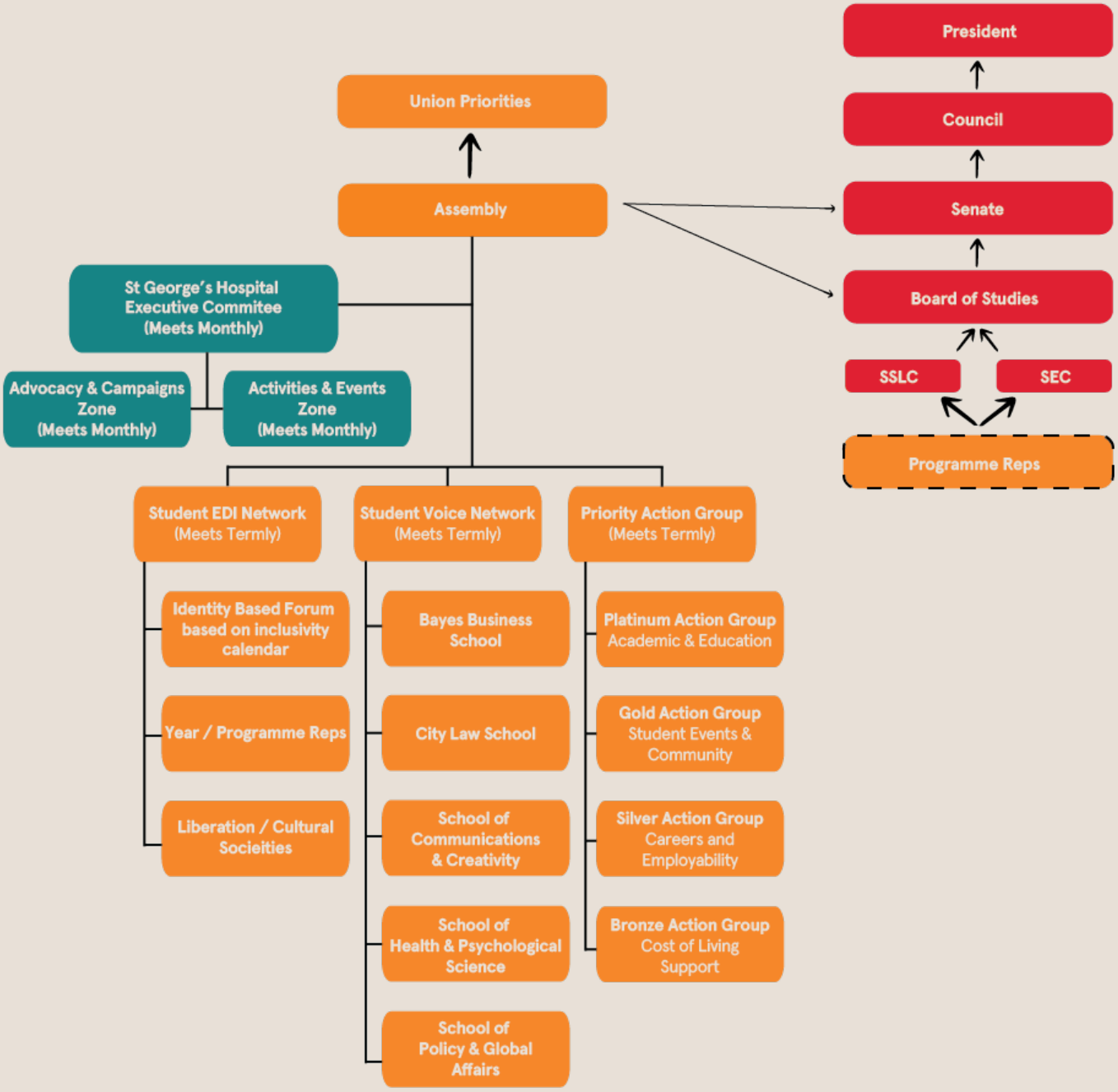
I helped the international students all year with extensions. I also helped with course work for the international's by giving them a plan of action to stay on top of their deadlines.

- MSc Criminology and Criminal Justice

I organized the SST PG Christmas Party, got the teaching assistants to give additional mathematics and programming exercises, organized a Data Science Summer party after the exam period and got the teaching assistants to give more help in the labs.

- MSc Data Science

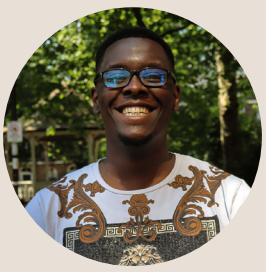
As a Programme Rep, you're the catalyst for change. Every meeting you attend—SSLCS, SECs—feeds straight to Senate, where key decisions happen. Your voice fuels the Assembly, the Union's powerhouse of representation. Below is a diagram outlining the overall structure.



YOUR ELECTED SABBATICAL OFFICERS

Ayla Hamzayeva
President

Nasir Mohammed
Deputy President



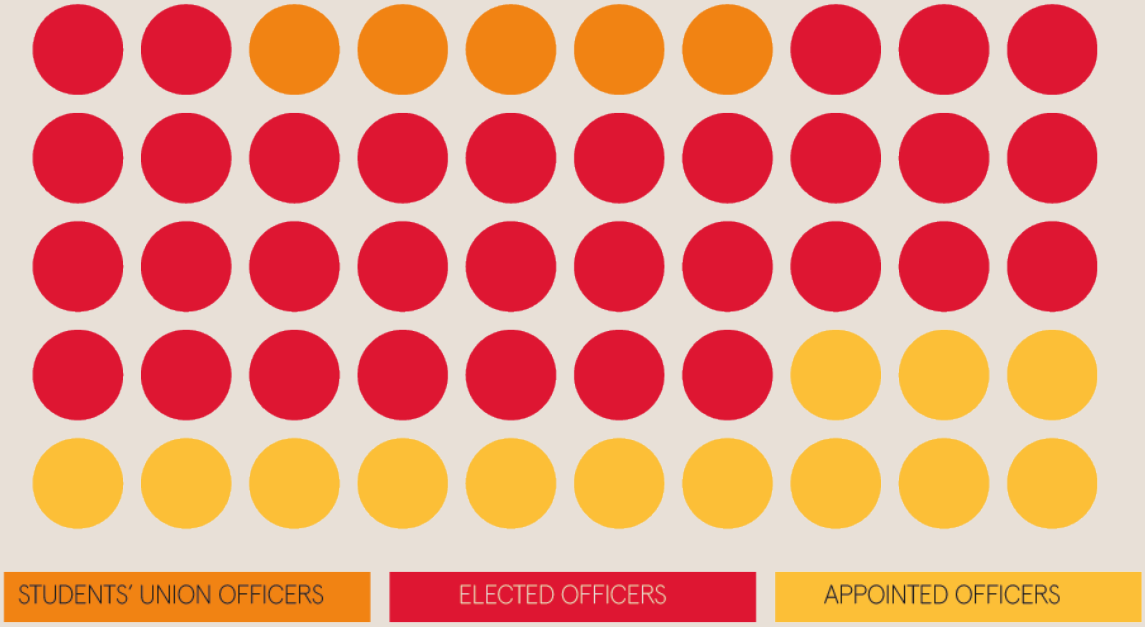
Ashton Shepherd
Deputy President

Joe Kenwright
Deputy President
Education (Tooting)

Evelyn Harwood
Deputy President
Welfare (Tooting)

Our Assembly is the representative voice of students, and the largest, most powerful student decision-making body at City St George's. The Assembly sets the Union's priorities for the academic year.

Each School has elected and appointed Assembly Members who make up the committee alongside the SU Officers.



Student Communities & Events:
More funding and support for student-led community activities and events; increase the scale of societies and sports clubs; improve student belonging; regular cultural events.

Education & Academic Priorities
More engaging lectures; accessible learning resources; tackling disruptive behaviour in classrooms; investment in technology to support students study and make better notes.

Cost of Living Support:
On campus and local discounts; support with the rising cost of food; improving funding and opening access to hardship funding; affordable housing and accommodation bursaries; accessible gym prices.

Careers & Employability:
Increased networking events; interesting internships; tailor skills initiatives by course; leadership programmes for underrepresented student groups; interactive partnerships with local businesses, firms, and organisations.

RESEARCHING STUDENT OPINIONS

To represent your cohort effectively, you need to do research and find out what students are thinking. The students you represent need to know who you are and how to get in contact with you and raise their concerns. You can work alongside your course/programme leaders and fellow Reps to promote yourself and let students know you're here to listen to their opinions.

Talking to students in person is one way of gathering feedback, but it's not always the most practical. The GetHeard@City platform, which is powered by Unitu will be a key tool in gathering the views and opinions of your peers.

HOW TO GATHER FEEDBACK
Be creative in how you gather feedback and think about which ways work best for you and the students you represent.

Think about...

TIME

PLACE

RESEARCH

METHOD

Knowing who you represent will help you find the best way to approach them for feedback. Think about whether they are part-time, commuter students or on placements. To get the most complete picture of students' experiences, you will need to use a variety of different methods.

POLL

WHATSAPP

GETHEARD

SUGGESTION BOX

EMAIL

SURVEY

REPRESENTING STUDENTS

When presenting student feedback to staff, keep it practical, constructive, and professional. Represent the views of your entire cohort, not just your own.

Assess the urgency of feedback before choosing how to communicate it. Regularly monitor GetHeard, move posts to the public board, and assign them to staff. You'll also be required to attend meetings to present feedback to programme and school staff.

Mandatory Meetings:

STUDENT EXPERIENCE COMMITTEE (SSLCS)

- Chaired by Programme Directors
- Looks at quality of programme
- Seeks views on strengths, issues and areas for improvement in the student learning experience
- Propose changes to Programme content and delivery

TYPE OF FEEDBACK NEEDED AT SSLCS

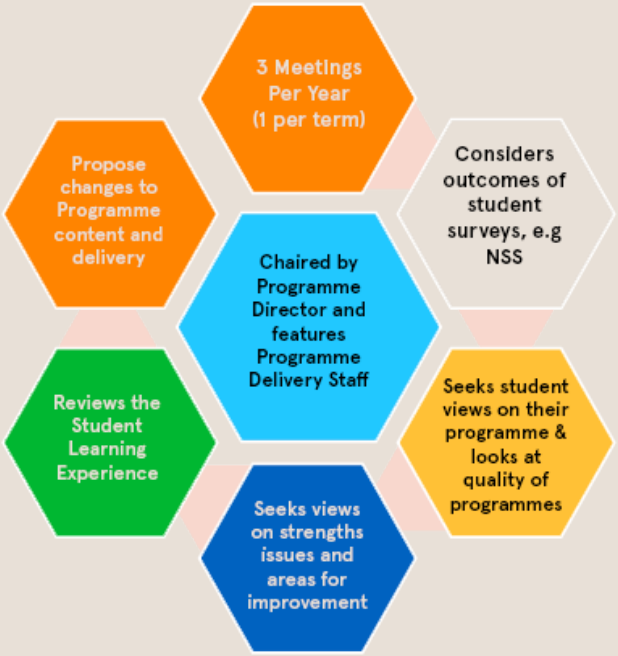
- Assessment and Exams; Assessment Guidance and Feedback; Teaching standards; Timetabling; Support Services; Outcomes of Student Evaluation; Course Organisation

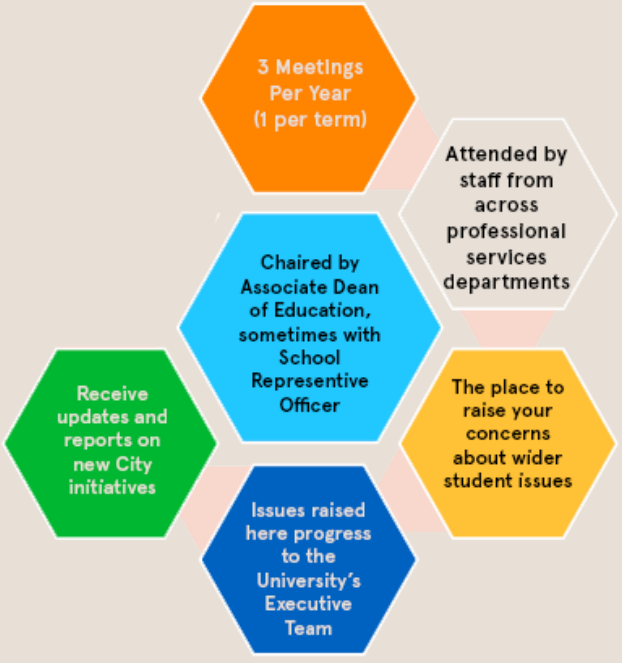
STUDENT EXPERIENCE COMMITTEE (SECS)

- Chaired by School Associate Dean of Student Experience.
- Attended by Staff from across professional services departments.
- Raise your concerns about wider student issues.
- Receive updates and reports on new City initiatives

TYPE OF FEEDBACK NEEDED AT SECS

- Employability; Placement Support; IT; Community and Wellbeing; Student Space; Tuition Fee; Housing; Personal Tutoring





Preparing for Meetings

IT IS IMPORTANT THAT YOU COME PREPARED TO MEETINGS. THIS WILL ENSURE YOU GET THE MOST OUT OF IT AND FEEDBACK IS TAKEN ON BOARD.

Prior to the meeting:

- Review agendas, minutes, and posts on GetHeard.
- Understand key student concerns.
- Prepare evidence-backed suggestions.
- Confirm meeting details and send apologies if you can't attend.

During the meeting:

- Stay focused and engaged.
- Be assertive, but not aggressive.
- Take notes and ask questions

After the meeting:

- Report outcomes to students.
- Complete assigned tasks and follow up.

Providing Effective Feedback at Your Meetings

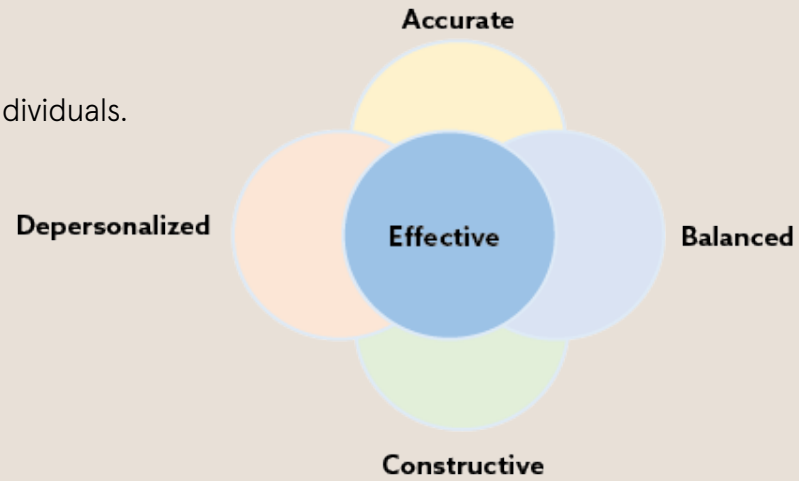
The **ABCD** rule is an approach that will help you provide feedback to avoid conflict and help create good working relationships.

Accurate – Based on evidence.

Balanced – Includes both positive and negative aspects.

Constructive – Suggest improvements.

Depersonalised – Focus on the issue, not individuals.



GETHEARD
(POWERED BY UNITU)

GetHeard is a student voice platform where students can discuss concerns, ask questions, and raise feedback about the student experience. Students are placed onto a Department Board with other students in the same or similar programmes to them, and a University Board with all students across the whole University. Each board has two sections:

Private Feedback: Posts are only visible to students and reps. As a Rep, you're responsible for answering questions and deciding if posts should be escalated to staff.

Public Feedback: Once posts are moved here, staff can engage, provide updates, and address issues. You can also raise these posts in committee meetings.

Your role on GetHeard:

- Complete Unitu Training: Enroll in the "Unitu Student Rep Training" to get started.
- Log in regularly: Activate your account and moderate your Department Board
- Respond to students: Answer questions, provide updates, and respond to students within 3 days.
- Update & Escalate: Move relevant posts from the private to public board to allow staff to respond directly.
- Moderate the Boards: Ensure discussions are respectful and manage any inappropriate content.

Top tips for using GetHeard

- Download the Unitu app: easily check your boards and respond to students from your phone
- Customise notifications.
- Introduce yourself: Post an introduction to help students recognise and connect with you.
- Engage regularly: Check the platform often and respond to student posts within 1-3 days
- Maximise engagement: Encourage likes and comments to get wider student input.
- Escalate posts for meetings: Move posts to the public board where relevant to raise issues at committee meetings.
- Summarise F=feedback: When escalating posts, summarise key points for staff.

Create your own posts: Use the board to reach all students in your programme and request feedback

Promoting GetHeard

Encourage students to use the platform for feedback and clarify its purpose. Collect feedback through other methods and post it on GetHeard to ensure a broad range of student voices are heard. Feel free to come by the Students' Union to collect A5 leaflets, A3 posters, business cards, and branded merch to support you in promoting the platform.

For more information on GetHeard:

csgsu.co.uk/getheard

TO DO LIST (TERM 1)

On this page, you'll find a handy to-do list template to help you stay organized and track everything you need to get done.

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TO DO LIST (TERM 2)

On this page, you'll find a handy to-do list template to help you stay organized and track everything you need to get done.

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MEETING PLANNER (TERM 1)

Here's a space to jot down anything you'd like to bring up at your upcoming meetings.

MEETING PLANNER (TERM 2)

Here's a space to jot down anything you'd like to bring up at your upcoming meetings.

WINS TRACKER (TERM 1)

In your role, you're going to accomplish a lot! Use this page to track all your wins, so you can share them with us and the students you represent.

WINS TRACKER (TERM 2)

In your role, you're going to accomplish a lot! Use this page to track all your wins, so you can share them with us and the students you represent.

NOTES

Here's a handy space to jot down any notes that you need

REWARD AND RECOGNITION

AS A PROGRAMME REP, YOU CONTRIBUTE POSITIVELY TO THE EXPERIENCE OF YOUR FELLOW PEERS, BUT YOU ALSO RECEIVE A NUMBER OF ADDITIONAL PERKS.

Rewards
Apart from giving a boost to your CV and developing key transferable skills, you also get access to:

- Personalised hoodies and business cards for purchase.
- Programme Reps of the Term prizes.
- Paid research opportunities.
- Programme Rep branded lanyards and notepads.
- Certificate of Recognition

At the end of the year, you'll be awarded a certificate of recognition by the Students' Union President and City St George's Vice President Education.

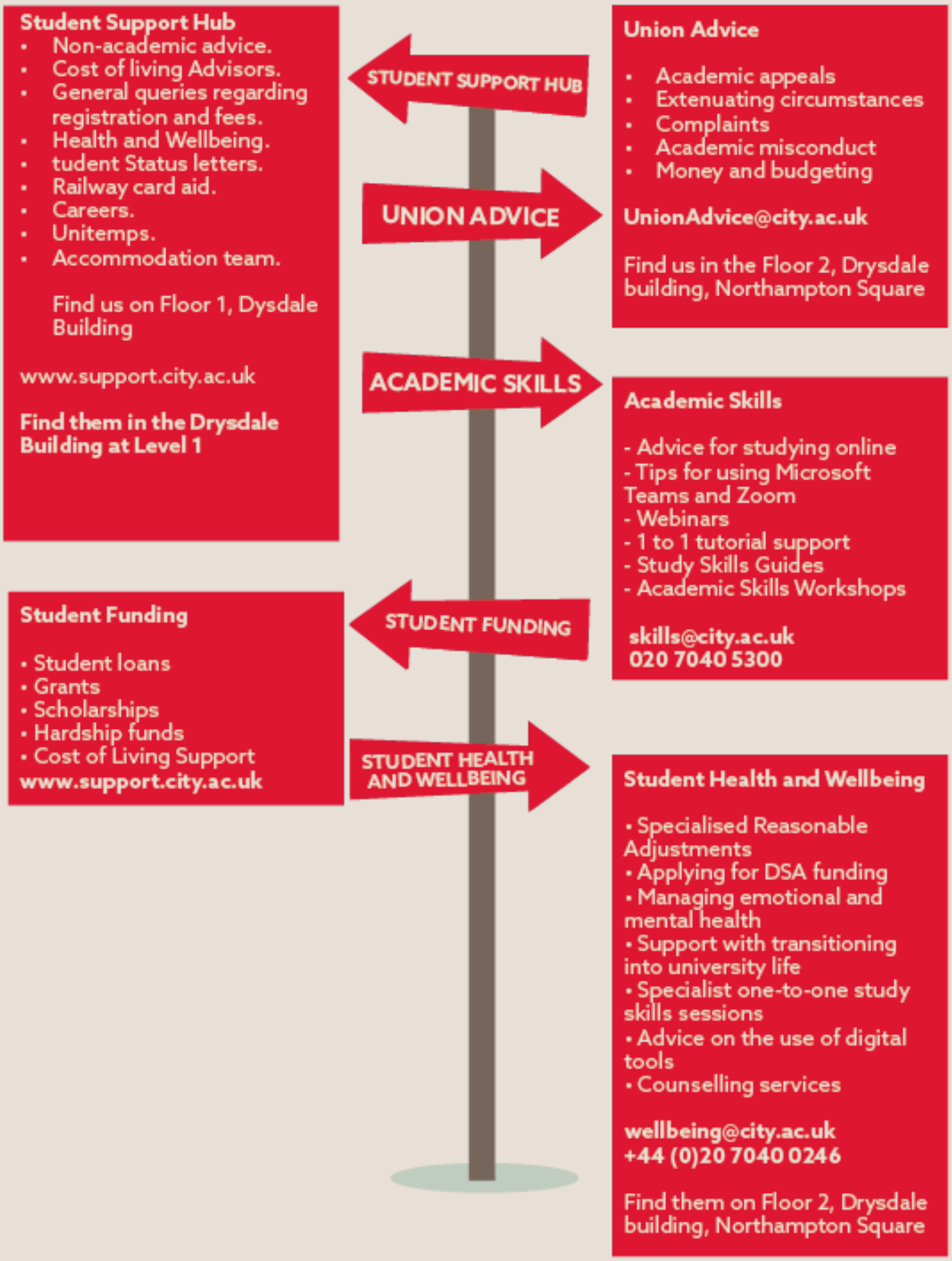
Different activities will award you points which will go towards the level of your award.

Activity	**Points awarded**
Attend training	25
Attend 1 SSLC/SEC per term	25
Bronze awarded at 75	
Attend an Assembly Meeting	30
Rep of the Month Winner	20
Programme Rep of the Year (shortlist)	25
Programme Rep of the Year (winner)	40
Submit a Rep Win	20
Evidence of engaging with GetHeard	30
Start you own Society	60
Collaborating with Academic Societies	20
Organise an event	20
Silver awarded at 120	
Gold awarded at 180	
Platinum awarded at 200	

SIGNPOSTING

As a Programme Rep, you will be contacted about experiences that you're not equipped to solve and will need to signpost students to support services. For example, if a student has an issue with an academic appeal, you have to know where to direct them.

Here is a list of the main services found on campus:



JARGON BUSTER

We use a lot of jargon, so here's a handy jargon buster to help you stay in the loop!

Accessibility – the practice of making information, activities, and/or environments sensible, meaningful, and usable for as many people as possible.
AdvanceHE – a member-led charity of and for the sector that works to improve higher education for staff, students and society.
Agenda – the list of items of business to be taken up/discusses during a meeting. This should be sent to you in advance.
AGM - Annual General Meeting
Alumni – former students of the University. Famous City Alumni include Clement Attlee!
AOB – Any Other Business. This is typically found at the end of an agenda to indicate that new topics may be introduced.
Asynchronous Learning Students – studying a course at different times of the day.
BAME/BME – Black Asian and minority ethnic/Black and minority ethnic.
Blended Learning – a combination of online teaching and face to face teaching as part of the course.
Board of Trustees – the board that supervises the governance of the Students' Union.
BOS – Board of Studies.
Chair – the person who leads the meeting. They prepare the meeting agenda, open the meeting, facilitate discussion, and keep the conversation focused and balanced.
Chancellor – The Chancellor presides at ceremonial occasions and acts as an ambassador for the university.
CMA - Competition and Markets' Authority
Cohort – a group of people banded together. For example, the group of students in your tutorial class.
DARO – Development and Alumni Relations Office
DfE – Department for Education (UK Government)
DLHE – Destination of Leavers in Higher Education
DRO – Deputy Returning Officer, the person in the SU responsible for overseeing elections.
ECs – Extenuating Circumstances. They are temporary or short-term difficulties/problems affecting you.
EDI – Equality, Diversity and Inclusion. Ensuring that the University is free from discrimination and is a diverse and tolerant place to study.
FE – Further Education. It takes place after you finish secondary school, but not usually at universities, e.g., courses at colleges, apprenticeship schemes.
Governance – establishment of policies, and continuous monitoring of their proper implementation.
HE – Higher Education. An academic study route typically achieved at university e.g., a bachelor's degree.
HEFCE – Higher Education Funding Council for England
HR – Human Resources
LEaD – Learning Enhancement and Development
LEC - Learning Environment Committee
LGBT - Lesbian Gay Bisexual or Transgender
Membership – the group of people who attend a certain committee.
Minutes – a record of what has happened in a committee.
MSL – Membership Solutions Limited. The Students' Union website provider.
NSS – National Student Survey. A survey open to all final year students to give their feedback on their experience.
NUS – National Union of Students. NUS is a confederation of student unions in the United Kingdom to which City SU is affiliated.
OFFA – The Office for Fair Access, the independent regulator of fair access to higher education in England.
OFS – Office For Students, the independent regulator of higher education in England.
PAF – Property and Facilities. The department at City responsible for maintaining and developing all aspects of the estate.

Papers – the documents which are needed to conduct a meeting. They typically correspond to an agenda item and can include policies, reports or proposals. Papers should be sent out in advance with the agenda.
PG – Postgraduate. Level of study after already completing a first degree.
PGR – Postgraduate Research. Courses in which the qualification aim is a research-based higher degree e.g., doctoral or research master's course.
PGT – Postgraduate Taught. Courses that do not meet the requirements to be a research course e.g., a Masters, Postgraduate Certificate or Diploma course.
PRES – Postgraduate Research Experience Survey. Run by AdvanceHE to gather information about the experience of any research student.
President – the President is the Chief Executive of the University. Our president is Professor Sir Anthony Finkelstein.
Prevent – Prevent is one of four strands of the government's counter-terrorism strategy.
PSRB – Professional Statutory and Regulatory Bodies (for example the NMC for Nursing/Midwifery).
PTES – Postgraduate Taught Experience Survey, Run by AdvanceHE to gather important information about the experience of any taught postgraduate student.
QAA – Quality Assurance Agency. The UK higher education sector's independent expert quality body.
RAG – Raising and Giving.
REF – Research Excellence Framework. The UK's system for assessing the quality of research in UK higher education institutions.
RO – Returning Officer, the person with overall responsibility for overseeing elections.
Students' Union Officers – Students elected to lead the Students' Union . There are five: the President, and four Deputy Presidents.
Safe Space – a place or environment in which a person or category of people can feel confident that they will not be exposed to discrimination, criticism, harassment, or any other emotional or physical harm.
Synchronous Learning – students learning at the same time, whether in one room or during the same online session.
TEF – Teaching Excellence Framework. A national scheme run by the OfS that aims to encourage higher education providers to improve teaching, learning, and achieving positive outcomes from their studies.
The Carrot – King Carrot, the Students' Union's mascot
UCAS – Universities and Colleges Admissions Service.
UG – Undergraduate. A student at a college or university who has not yet received a bachelor's degree.
UoL – University of London. A federal University, consisting of 17 independent Federation members.
UUK – Universities UK. An advocacy organisation for universities in the United Kingdom.
Webinar – an online seminar, sometimes these may be done 'Live' or recorded.
WP – Widening Participation. Aims to address discrepancies in the take-up of higher education opportunities between different under-represented groups of students.
YV1/YV2 – Your Voice 1/Your Voice 2. The annual Student Surveys for first and second year students.

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For more infomation please visit:
csgsu.co.uk