



UNIVERSITY OF
BIRMINGHAM

IN PARTNERSHIP



Student Representation System

Volunteer Handbook

The logo for Student Reps, featuring the words 'Student' and 'Reps' in a white, sans-serif font, stacked vertically inside a blue speech bubble. The speech bubble is surrounded by a dotted circular border.

Student
Reps



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WELCOME

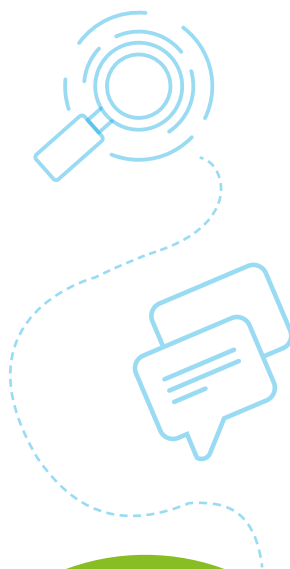
Hello and welcome to the Student Representation System!

You are part of a growing community of Student Reps that are making impactful changes to the University and improving the academic experience of those who study here at the University of Birmingham Dubai.

Without the time and work you, as a volunteer, dedicate to your role, the academic interests of students at the University of Birmingham would not be represented.

This handbook has information on the key policies, resources and contacts that you will need to know as a volunteer with the Student Representation System.

Good luck with your time in your role!





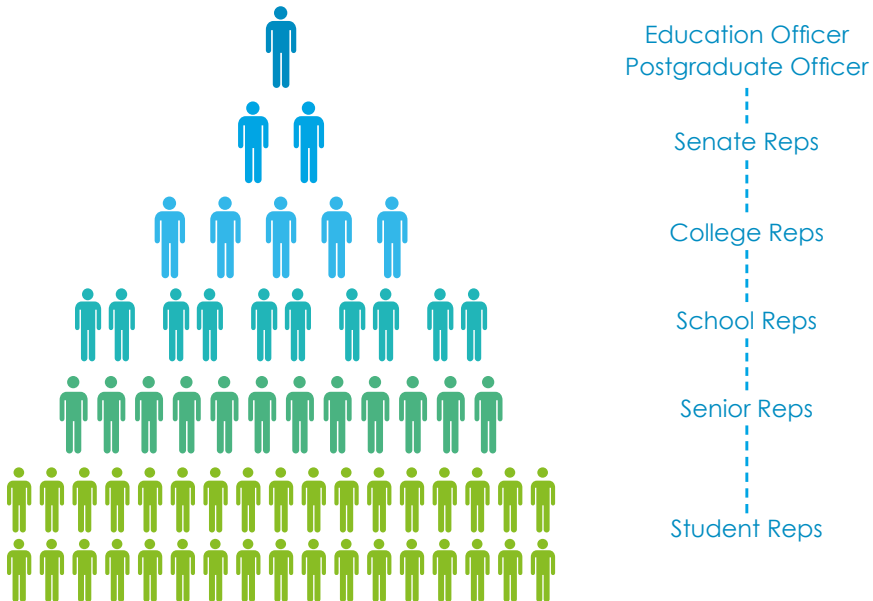
THE STUDENT REPRESENTATION SYSTEM

Student Representatives (Student Reps) volunteer to champion the voice of students on their course on all academic issues. As a Student Rep, you have the chance to work with the University and the Student Association to ensure that student feedback is listened to and leads to real changes to the teaching and learning experience at the University of Birmingham Dubai.

The system is designed so that every student is represented on academic issues by a fellow student at course, School, College and University levels of decision-making.

The Student Rep System is a partnership between the University of Birmingham and the Student Association. Its aim is to ensure that all students at the University of Birmingham have their voice heard!

Student Representative System Structure





YOUR ROLE

There are two types of volunteer roles in the Student Representation System in Dubai. These include:

Student Representative (Student Rep)

Student Reps work in partnership with the University and the Student Association to ensure that the student voice is listened to and acted upon, enhancing the academic experience of their cohort during their time at University of Birmingham Dubai. They will attend the Dubai Staff Student Committee along with members of academic and administrative University staff.

Student Reps are expected to:

- Gather the feedback from students and present this in an appropriate and objective manner to the University and Student Association
- Provide constructive feedback to the University and work in partnership with relevant staff from the University and Student Association, within and outside of formal meetings, to reach positive solutions for your cohort
- Feed information back to students on your programme regarding how the University is working on your feedback
- Support, promote and actively engage with initiatives/projects that aim to gather student feedback and enhance the academic experience at the University.





Senior Student Representative (Senior Rep)

The Senior Rep is elected by the other Student Reps to chair or co-chair the Dubai Staff Student Committee (SSC), as well as undertaking their usual Student Rep role.

Senior Reps are expected to:

- Chair or co-chair the Dubai SSC ensuring orderly conduct, fair and appropriate opportunities for contribution and suitable time allocation for items raised in the meeting
- Contribute to and sign off the minutes, ensuring that it is an accurate reflection of the items discussed by the SSC across the academic year



GLOSSARY OF TERMS

Cohort The group of students that you will represent, typically on your programme

SRS Student Representation System

SSC Staff Student Committee

SLC Staff Liaison Contact

UG Undergraduate

PG Postgraduate

PGT Postgraduate Taught

PGR Postgraduate Research



VOLUNTEER AGREEMENT

Student Representatives (all roles) are expected to:

- Adhere to all policies that relate to your voluntary Student Representative role
- To conduct yourself in a manner outlined in the Code of Conduct (page 12)
- To complete the tasks within your role description to the best of your ability

You can expect the following from the Student Association:

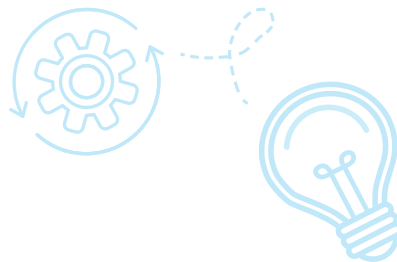
- Will provide you with training and ongoing support needed for you to be successful in your role
- To regularly communicate with you via the Student Rep Newsletter and other forms of communication on topics relating to your role as a Student Representative

You can expect the following from the University of Birmingham:

- Will provide you with an induction and support local to your department/programme
- Will provide you with opportunities to present the student voice within its structure

You can expect the University and Student Association to work together to:

- Maintain a record of who has taken up Student Representative roles
- Recognise the work that you do
- Support the fair and consistent recruitment of all Student Representative roles
- Work together to respond to feedback from students in order to enhance the quality of the student learning/research experience at the University





CODE OF CONDUCT

The details below list the standard code of conduct expected of all Student Representatives.

Student Representatives should:

- Act in a professional, understanding and objective manner when performing the tasks associated with the role of Student Representative.
- When possible inform relevant staff members when you are unable to attend meetings that you are invited to.
- Fully engage and participate in meetings/committees you attend as a Student Rep.
- Treat any feedback given from your cohort confidentially.
- Ensure that any papers given during meetings/committees marked confidential or commercially sensitive are stored appropriately.

Student Representatives (all roles) should not:

- Take on personal complaints or grievances of individual members of their cohort. In this situation Student Reps should ask their relevant staff contacts for advice on where to signpost the student to for support.
- Engage in unduly personal discussions of individual staff members or students. If you are unsure if, what you wish to raise will be seen as 'unduly' you should contact your relevant staff contact.
- Act in a manner that would make other members of staff or students feel uncomfortable or confrontational.



If you have any questions about the content of this code of conduct then please contact the Student Reps team by emailing: studentreps@guild.bham.ac.uk



THE STUDENT REP COMMUNITY

As a Student Rep you are part of a community of students and staff that are working to represent the academic interests and improve the experience of students here at the University of Birmingham Dubai!

Together as a team you can better support each other, provide solutions to students' concerns and ultimately represent the academic interests of your cohort.

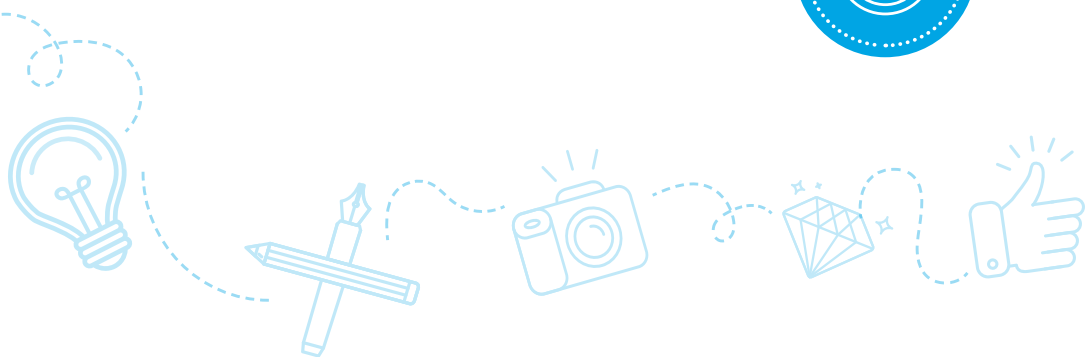
Skills and Recognition

Year on year, Student Reps volunteer their time and do incredible work that enhances the student experience here at University of Birmingham Dubai for current and future students.

As an elected Student Rep, you'll meet regularly with academic staff in Dubai to represent the voice of students and to develop positive solutions to improve teaching and learning on campus. You'll develop communication, leadership, planning and negotiation skills which will help in your professional life, all whilst contributing to your campus community.

We can also provide you with a certificate of recognition to say thank you for all of your hard work!





TRAINING AND SUPPORT

Student Reps are provided with training and support from the Student Association and the University of Birmingham. This includes:

- An induction to the activity and involvement of Student Reps in your department
- Full training on the Student Representation System and your role
- Regular updates relating to the system and your role



If you feel you need Training or Support – or would like to learn more about your role – email **studentreps@guild.bham.ac.uk**





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