

Class Reps: Student

**The role of Class Rep is an important one!
Angus College values the opinions of its students!**

YOU are the people in the best position to ensure that a high quality service is being provided! It's vital that students get a say in how their education is delivered and supported- and it's vital that their voices are heard. And that's where you come in...

talk!

Let your classmates know who you are. Tell them it is your job to get their views on issues that are either supporting or affecting their learning.

listen!

As a Class Rep, your main purpose is to listen to your classmates and ensure that they are having the best learning experience possible. Collect their views! You can choose how to do this, but here are a few ideas:

1. Informal chatting or setting time aside during guidance/PDP sessions
2. Set-up a post box system, where students can post anonymous comments or concerns (envelope/cardboard box??)
3. Text or email one another
4. Design a simple survey

It is important to consult your whole class when issues have been identified. Before you feedback this information, you need to know whether the whole class is feeling the same, or just one or two students.

respond!

This is how your class will know that you are making a difference to their learning experience!

1. Let your classmates know how the meeting went & what was discussed.
2. Let them know how the issues you raised were considered and how they will be taken forward.
3. This is all about give & take! If you are presenting the staff with student issues, then they may present you with their own issues!! If you are required to do anything after the meeting, let your class know.

Remember: Students have the most to lose when the college isn't working right... but the most to gain when it is!

feedback!

This is the most important part! This is where students and staff work in partnership! Once you have gathered the views, there are a number of ways you can feed this back. You and your Lecturer/Course Leader should decide how to work this. Here are a few ideas:

1. Firstly, have a friendly, informal chat with your Lecturer or Course Leader. It is always best to try and resolve issues at ground level.
2. Allow time, i.e. a couple of days and speak with them again. At this stage, you should report back to the class and update them on any movement.
3. Remember whole College issues can be fed to relevant SRC reps.
4. Team Meetings - you will attend these meetings as decided with your Course Leader This is your chance to give feedback on learning and let the Team know the thoughts of the students in your class.



Class Reps: **Staff**

Lecturers and Course Leaders will act as the first point of call for Class Reps; therefore it is vital that you are seen to be positively and actively supporting their involvement.

Class Reps have a very important, specific role in the College: To gather the views of their classmates - feed back these views to staff - then feed back to classmates on how the staff are taking their views forward, positive and negative.

The areas in which they are asked for their views are:

- 1. Programme Design**
- 2. Equipment and Materials**
- 3. Assessment**
- 4. Guidance and Learner Support**
- 5. Learning & Teaching Process**
- 6. Accommodation for Learning & Teaching**
- 7. Progress and Outcomes**
- 8. Quality Assurance & Improvement**

Other issues such as relationships/communication/finances may pop up. It is **NOT** the role of the Class Rep to deal with issues outwith learning & teaching, but they may be happy to assist in gathering information or referring to our SRC Reps.

staff role!

Each class will approach this differently, but the main aspects of your role are to:

1. Assure your students that you are interested in their opinions.
2. Actively support the involvement of your class rep, by allowing/ allocating time for them to carry out their role.
3. Allocate time/means for the rep to feed back class issues to you- this may vary from informal chats to focus groups to emails...
4. Encourage & support reps to attend training, and help identify areas where rep requires increased support.
5. Work effectively to answer/ deal with queries and concerns- even those you don't agree with- and within an agreed timeframe.

team meetings!

Please encourage and support attendance at team meetings, and guide them through until they become familiar with the procedure. This can be very daunting for students, so please consider these points:

1. Ensure class reps are invited and given as much notice as possible to prepare.
2. Ensure that they know who the Team Secretary is for adding agenda items where appropriate.
3. Ensure that time is allocated to the rep, to discuss their business.
4. Encourage the rep to participate and share their views on other business being discussed (where relevant).
5. Try to make the rep feel like an equal and valued member of the team.

remember

By providing well-informed feedback and new ideas to staff, Class Reps should be a valuable resource to each department, and help the College to provide a positive environment for successful learning.