



RVC SU Course Representative

Handbook 2022/23

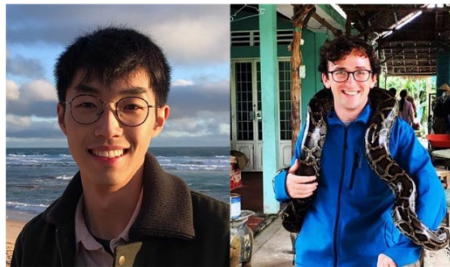


Meet your Course Rep team!



Priya Toor
SU Vice President for Representation and
Communications
surepcomms@rvc.ac.uk

Gareth Jones and Kan Tang
SU Postgraduate Officers
supostgrad@rvc.ac.uk



Willow Gibson
RVCSU Administrator
wjibson@rvc.ac.uk

Imelda McGonnell
Vice Principal Students
imcgonnell@rvc.ac.uk



Maxine Bailey
RVC Senior Academic Quality Officer (Student
Engagement)
mbailey@rvc.ac.uk

Congratulations on your election as SU Course Representative for 2022/23!

As Course Rep you can make a real difference to students' experiences at the RVC, by acting as their voice and taking part in decision making. This handbook is your guide to being a Course Rep. It has been produced in partnership between the Students' Union and the College.

In this handbook you will find:

Introduction	4
Key responsibilities	5
Reps' training and support programme	6
How to collect student feedback	7
Raising issues and achieving change	8
Committees:	
- Your role in committees	11
- Committee Structure	12
- Information about the different committees	13
- How to get the most out of committee meetings	15
The Students' Union and you	16
University contacts	19
Committee secretary contacts	20
Jargon buster	21
Keep in touch!	22
Further reading	22
'Feedback from cohort to SU Course Reps' template form	23
'SU Course Reps Update to cohort and SU' template form	24
SU Course Reps claim form	25- 26

Introduction

“Congratulations on being elected into the role of course rep! I’d firstly like to thank you all for nominating yourselves to be part of the rep program. Your role is key in creating communication channels between students & staff and improving student experience. I’d also like to welcome back any returning reps - I hope you enjoy this year as much as the last!

During your time as a rep you will be acting as the voice of your cohort; liaising with other students, SU officers and college staff to ensure the needs of your year group are being met. I hope that along the way you’re able to make new friends and connections, develop new skills through our training opportunities, and have some fun!

Maxine and I are here to support you through this process, so please don’t hesitate to get in touch if you have any problems, queries or ideas you’d like help with. We’re only an email away!

The student body needs YOU, and I’m sure you are all going to do a brilliant job of collating their feedback to enact positive change through your work with the college and the SU.”

Priya Toor

SU Vice President Representation and Communication



“Congratulations on your election as a Course Representative and thank you very much for helping us to help you and your fellow students!

“You are now a key partner in driving forward student engagement at the RVC. You have the important responsibility of acting as the voice of your year group and by doing so ensuring that students are actively involved in shaping and improving their own experiences at the RVC.

“We will do everything we can to support you in this role throughout the year and especially in the coming months and I encourage you to take full advantage of the events provided by the College and SU to maximize the impact you can have. Again thank you for putting yourself forward and we look forward to working with you over the next 12-15 months”.

Imelda McGonnell

Vice Principal for Students





Key Responsibilities

**As a representative of your fellow students,
you have four key responsibilities:**

1. **Represent** your year groups views and be proactive in collecting their feedback (using 'Feedback to SU Course Reps' template in Appendix 1).
2. Act as a **communication channel** between students and staff.
3. **Improve students' experiences** by working in partnership with the SU and College.
4. **Keep your year group and the SU in the loop** by reporting back on discussions and actions taken (using 'SU Course Reps update' template in Appendix 2).

Course Rep Training and Support Programme

The major benefit of being a Course Rep is that you can improve University life for yourself and those you represent. In addition, you can gain valuable skills and experience to support your future endeavors.

The College and Students' Union deliver a tailored 'Training and Support Programme' for Reps, designed to help develop your skills and provide you with ongoing support and training. During 2022/23 the programme will consist of 3 core elements, all of which will be delivered virtually until otherwise informed:

Core Induction Training (mandatory!)

A chance for reps to meet each other, and to be equipped with the skills and information they need to start their role! This training is essential and therefore mandatory for all reps to attend (if you cannot join this session please contact Maxine Bailey to arrange a 1:1 session, mbailey@rvc.ac.uk.)

Thursday 27 October, 17:00-19:30,

RVC Camden 'Haxby' SU bar



Induction programme (including Leadership Skills Training)

To support the development of specific skills to help you be effective in your role. These sessions will also provide you with more information about the support available to students at the RVC.

Various sessions some online and some face to face (accept outlook diary invites from Maxine Bailey)



Reps KIT sessions (keep in touch!)

Monthly drop-in sessions hosted by Priya Toor, SU Vice President for Representation and Comms, to provide a chance for Reps to catch up and discuss key issues. Sessions can focus on areas important to Reps and RVC staff will be invited when helpful.

[Normally] monthly from Monday 7 November 17:00-17:45

How to Collect Student Feedback

The most important part of being a Course Rep is acting as the voice of your fellow students. You need to present their feedback and raise their issues. So finding out what other students think of the college and their course is your fundamental aim.



Always remember, you are representing the views of your fellow students and not just yourself

Tips on collecting feedback

Make yourself known to your cohort from the start. You could send an email with your photo, hold “office hours” so your peers can drop in to an online meeting with you or set a time to be available in the lightwell/eclipse for your peers to come & chat! Your name and photo will appear on the LEARN SU Course reps page.

Approach students directly. Before committee meetings, email your cohort to ask for their feedback on what is working well and what needs improving (use the ‘SU Course Reps Feedback’ template in App 1).

Collect evidence. Once you become aware of an issue you need to gain as much evidence as possible. Your feedback will be stronger if you can provide details such as the number of students impacted? Why is this an issue? What solutions exist?

Look at ‘RVC module/strand student survey’ results. They will provide you with evidence of possible issues and areas which are working well. Results will be emailed to you by the Academic Quality team and all students can view results on the RVC intranet. Contact Maxine Bailey at (AQOfficerSE@rvc.ac.uk). We encourage you to meet with the Module and Strand leaders/Year Leader to talk through the survey results.

Work with your other course reps! You will work better as a team, by dividing up work or concentrating on separate issues.

Raising issues & Achieving Change

Knowing where to raise students' feedback can be tricky and will depend on the topic. Most topics fit into one of the 4 areas below:

Course-specific Issue

If a number of students raise a course specific issue, you can discuss this directly with the relevant course staff/ Year Leader/ Course Director.

If this does not address the issue you can raise it at the Course Management Committee. Contact the CMC secretary to raise as an agenda item (pg.20).

Topics might relate to teaching, exams, timetabling.

RVC-wide Issue

If a number of students raise a college-wide issue, you can raise this with the relevant RVC staff (pg.19).

If this does not address the issue you can raise it at the relevant committee, e.g. the College Services Forum for estates/ IT/Learn/facilities issues, OR the Student Development Committee for student support services inc.tutoring and the Advice Centre.



Talk to staff and try to get issues resolved without raising them at a committee - it is quicker!

Personal issue

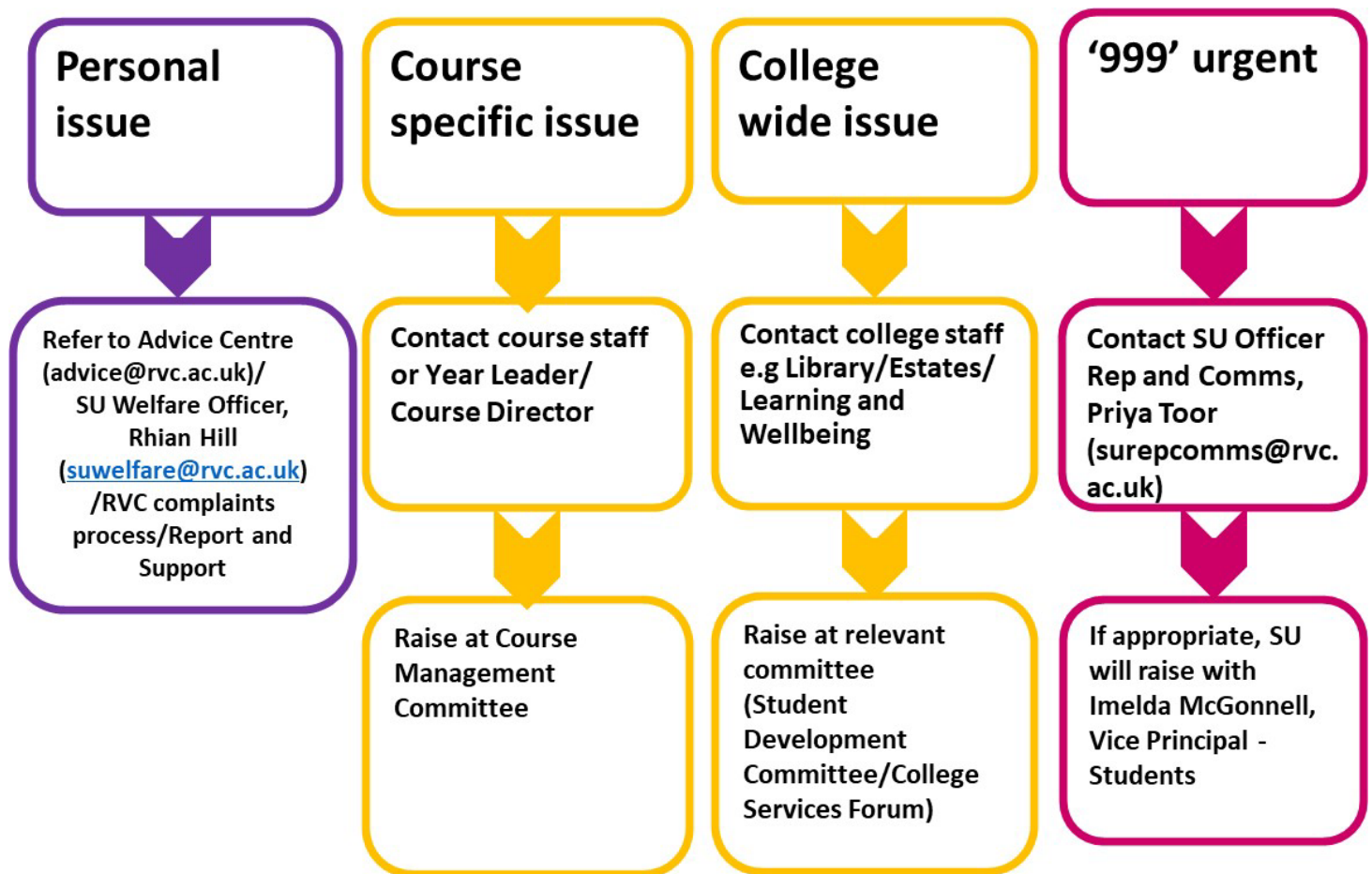
Sometimes an individual might raise a personal issue with you. It is not your responsibility to get involved with these issues. Instead, you should refer them to the Advice Centre or Rhian Hill, SU VP Welfare. Topics might relate to emotional welfare, housing, finance.

Urgent Issue

Any extremely urgent issues that are raised by a number of students should be sent to Priya Toor, SU Officer for Rep and Comms who will contact Imelda McGonnell as necessary.

If you have any questions about how to deal with feedback you can contact Priya Toor, SU VP Representation and Communications (surepcomms@rvc.ac.uk)

Who to contact with an issue?



In relation to personal issues, Reps can direct students to information on support available from the Advice Centre, book an appointment with an Adviser and access a range of self-help resources via the [Student Hub LEARN site](#).

Students who raise concerns about bullying, harassment or abuse can be directed to the Advice Centre or to [RVC Report and Support](#) which contains a wealth of support resources and allows all members of the RVC community to report any concerns they have about any behaviour they have been affected by or witnessed on behalf of themselves or others. Reports can be made anonymously if they prefer or they can request to speak to an Adviser to access support.



You Said...We Did...

It is nice to know how your feedback can lead to change at the RVC, which is why the College created the 'You said... We did...' project.

Actions taken by the College in response to student feedback are reported through the College's 'You Said...We Did...' LEARN site. Some of the changes have included the appointment of a lecturer in Exotics, and changing the date of the Christmas Ball to make sure it doesn't clash with Vet Nursing course placements.

'You Said...We Did...' is your opportunity to promote and publicise changes made because of your hard work. So spread the word!

If you inspire change by passing on student feedback, please let Academic Quality Officer 'Student Engagement' know about it so it can be published!
AQOfficerSE@rvc.ac.uk

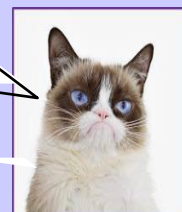
Complaints

It is not your responsibility to get involved with individual complaints and they should not be raised at Committees.

Instead, personal complaints against a member of staff, the operation of a College service, or a College procedure/policy should be raised through the College's complaint procedure. This is available on the RVC website under 'Academic Quality Regulations and Procedures'.

For further advice please contact academic registry.

Complaining is the only reason I talk to anyone.



Committees

As a Course Rep you are a member of your Course Management Committee + the Colleges Services Forum

Your responsibilities as a member of committees are to:

- 1) Represent the views of your fellow students
- 2) Provide a student perspective on committee business
- 3) Report back to students on issues discussed and any actions taken (using 'SU Course Reps update' form Appendix 2).

You are an equal member of the committee so don't be afraid to speak up! Staff really want to hear what Course Reps have to say, so put up your hand to get the attention of the Chairperson.

Meeting dates

Most committees meet once a term, apart from the College Services Forum which meets twice a term. You will be emailed invitations to attend committees (of which you are a member) by the committee secretary. At time of print, College committees are being held virtually.

You can find dates of committee meetings on the RVC Intranet Calendar or by contacting the committee secretary (pg.20).

Payment for attendance

Some College committees offer an attendance payment to students of **£20.00** for each meeting. In addition, reasonable travel expenses will be paid for meetings held at a campus which is not your normal base.

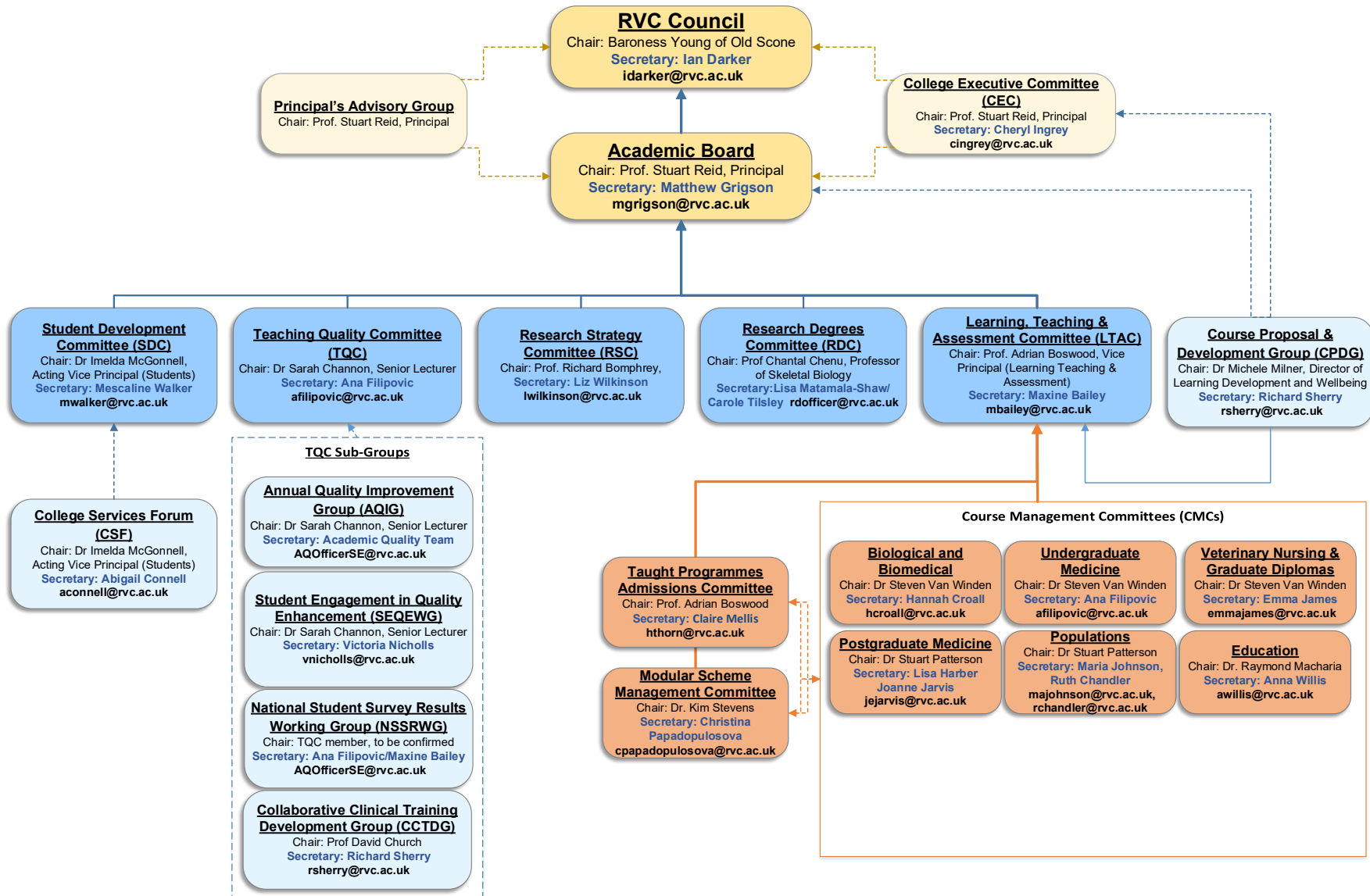
To receive your payment, you'll need to complete a copy of the claim form (pg. 27) and email the committee secretary asking them to forward the claim form to Maxine Bailey, Academic Quality team and confirm your attendance.



Suggest solutions to issues - often the best ideas come from students!

RVC Academic Committee Structure

The chart below shows how business flows between committees, both up and down. To follow the progress of an issue you have raised, you can check this chart and contact the relevant committee secretary to find out when the next meeting is.



Student Membership of Academic Committees

Committee name/role	Student membership (as set out in 'Academic Committee Handbook')
<p>Academic Board: To consider and advise the Council upon all academic matters and questions affecting the educational policy of the College, the organisation of teaching and research and courses of instruction.</p>	<ol style="list-style-type: none"> 1. SU President 2. SU Postgraduate course representative OR SU Postgraduate Officer 3. SU Undergraduate course representative OR SU Officer (Undergraduate)
<p>Learning, Teaching and Assessment Committee (LTAC): To develop and oversee the provision of a comprehensive range of excellent taught undergraduate and postgraduate courses.</p>	<ol style="list-style-type: none"> 1. SU President 2. SU Postgraduate course representative OR SU Postgraduate Officer 3. SU Vet Nursing Officer <i>* if SU President is an UG Vet Nurse student then this position will not be filled</i> 4. SU Undergraduate Sciences Officer <i>* if SU President is an UG Biosciences student then this position will not be filled</i> 5. BVetMed student <i>* if SU President is a BVetMed student then this position will not be filled</i>
<p>Student Development Committee (SDC): To ensure that specialist student support services meet the needs of students' development and complement the formal taught or research provision for all students.</p>	<ol style="list-style-type: none"> 1. SU Vice President Welfare* 2. SU Vet Nursing course representative OR SU Vet Nursing Officer 3. SU BVetMed course representative OR SU Camden Officer* 4. SU Biosciences course representative OR SU Undergraduate Sciences Officer 5. SU Postgraduate course representative OR SU Postgraduate Officer <p><i>* during any academic year where neither role is taken by a BVetMed student, then SU BVetMed Course Rep should be added as an additional member for that year</i></p>
<p>Teaching Quality Committee (TQC): To assure the consistent and excellent quality of the RVC's courses and the standards of the College's awards.</p>	<ol style="list-style-type: none"> 1. SU Vice President Representation and Communications 2. SU Undergraduate course representative OR SU Officer (Undergraduate) 3. SU Postgraduate course representative OR SU Postgraduate Officer
<p>TQCs' Student Engagement in Quality Enhancement working group: A sub-group of TQC responsible for</p>	<ol style="list-style-type: none"> 1. SU Vice President Representation and Comms 2. SU Postgraduate Officer 3. SU course representative OR SU Officer 4. SU course representative OR SU Officer 5. SU course representative OR SU Officer

TQC's National Student Survey Results working group: operates as a sub-group of the 'Teaching Quality Committee' to consider the results of two annual national satisfaction surveys– National Student Survey (NSS) and the Postgraduate Taught Experience Survey (PTES).	<ol style="list-style-type: none"> 1. SU President 2. SU Postgraduate Officers (PG meeting only)
Modular Scheme Management Committee (MSMC): To manage the Colleges modular scheme in order to enhance quality, flexibility and student choice whilst maintaining academic standards.	<ol style="list-style-type: none"> 1. SU Undergraduate Course Representatives OR SU Officer (undergraduate) 2. SU Postgraduate Course Representatives OR SU Postgraduate Officer

RVC Academic Committees - student members 2022/23

(no nominations required as student members identified by virtue of their role or invited by Academic Quality team)

Committee name/role	Student membership (as set out in 'Academic Committee Handbook')
Review Annual Quality Improvement Reports (AQIR): for all courses and ensure Course Management Committee members fully scrutinise their AQIRs	<ol style="list-style-type: none"> 1. at least one undergraduate SU course representative OR SU Officer at the undergraduate meeting (autumn) 2. at least one postgraduate SU course representative OR SU Officer at the postgraduate meeting (spring)
Research Degrees Committee (RDC): To assure the quality and standards of the College's Research Degrees and to make recommendations on their award.	<ol style="list-style-type: none"> 1. SU Postgraduate Officer 2. 3 postgraduate research student representatives who together reflect the different modes and location of study
College Services Forum (CSF): It provides a forum for the discussion of matters pertaining to College services, both existing services and proposals to change or provide new services.	<ol style="list-style-type: none"> 1. SU Vice President Representation and Communications 2. SU Vice President Welfare 3. SU Vice President Activities and Campaigns 4. 1 SU course representative from each year of each course (as appropriate)
Course Management Committees (CMCs): These are operational committees that manage the College's courses and ensure that College policies and procedures are put into practice at course level.	<ol style="list-style-type: none"> 1. At least 1 SU representative for each year of each course, as set out in the committee's constitution. <i>* in addition for Postgraduate CMCs the SU Postgraduate Officers(s) to be invited to attend members, with the intention that the officers can attend when they feel appropriate/required, alongside the SU course reps.</i>

Past committee papers and minutes

It is important to look at minutes and papers of past meetings to see the outcome of previous discussions. You can find these on the RVC Intranet <https://intranet.rvc.ac.uk/Documents/>. You can also ask the committee secretary to tell you more about the content of past meetings or the outcome of a previous issues.



Committee Agendas

If you would like to add a specific item to the agenda, contact the committee secretary. Each committee follows an agenda which usually contains the items below:

- **Feedback from Student Reps:** Any issues or suggestions you have.
- **Minutes of last meeting:** To check accuracy.
- **Reports:** In advance of the meeting, members can raise agenda items they wish to discuss.
- **Any other business:** Allows issues to be raised not already covered in the meeting. However, please note that important issues should not be raised here.

How to get the most out of committee meetings

When attending committee meetings, you are there to:

- 1) Represent the views of your fellow students; **and**
- 2) Provide your own student perspective on committee business and proposals.

If you have any questions relating to committees contact the committee secretary or Maxine Bailey (pg. 19)

Before the meeting:



Collect student feedback/evidence.
Contact your year group to ask for any points they would like raising, or if you have anything you would like to consult them on. This could include a specific proposal for which approval will be requested at the meeting. Use the 'Feedback to Reps' form in App 1.



Send items for the agenda to the committee secretary.
If a number of students have raised a college or course-wide issue with you, contact the secretary to add it to the agenda. Alternatively, at CMCs you can raise it under the standing agenda item for 'Feedback from Student Reps'. Remember, personal issues and formal complaints should not be discussed at committees.



Contact other Reps or the SU to identify common issues and possible agenda items.



Read the agenda/papers and make notes of comments you plan to make.

Prior to the meeting, committee secretaries should advise you of agenda items on which student input is most essential, so you can pay particular attention to these papers and seek feedback from your year.



Send apologies if you cannot attend.

Organise another student to attend as your deputy and notify the committee secretary. Prior to the meeting, brief them on the agenda and any issues to be raised.

During the meeting:



Don't be afraid to speak up!
The student voice is greatly valued at these meetings. Never be afraid to ask questions.



Virtually raise your hand.
The Chair will notice you want to speak.



Participate effectively
Pay attention, make notes and contribute.



Be constructive and positive when making your point.



Refer to clear evidence/feedback when presenting to the committee.
e.g. Student survey results.

After the meeting:



Report back to your year group.
Let them know what was discussed and what the outcome was. You can do this before the formal minutes are produced by the committee secretary. Complete the 'Reps Update' form in Appendix 2



Identify any 'Actions' assigned to you in the minutes.

Take them forward as soon as possible after the meeting. Remember to report back to the committee.

Report back to the SU.
Complete the 'Reps Update' form in Appendix 2 and post the contents on the Reps padlet pages after each committee meeting + ad-hoc as appropriate.



Put the date of the next meeting in your diary

RVC SU and you...

As SU Course Representative, you act as a communication bridge between students and the Students' Union.



What's the SU all about?

The RVCSU is here for one reason only - to help you get the most out of your time here at the university. However, please don't get us confused with the RVC (although they're great), because we're somewhat different, so let us tell you about just a few of the things we do...

- We are run totally by students, for students and answer foremost to students (see structure on pg. 17).
- We're here for you - Nothing is too big or small - and if we can't handle it, we'll point you in the direction of someone who can. Taking care of our students is kind of our thing!
- SU Officers answer to **you**, so speak to us about any ideas or criticisms you have of us. Whether you want something changed in terms of sustainability (SU Environment), or more inclusivity (SU Equality and Diversity) with the college or the SU, let us know!
- We organise the parties, events, socials, clubs and fundraisers you'll come to be a part of.
- We're your portal to RVC services, advice and support.
- We have a great shop that will become a regular port-of-call for all of your course specific needs.
- We want to make sure you get the very best education and so we task our year reps with gathering feedback about your learning experience.

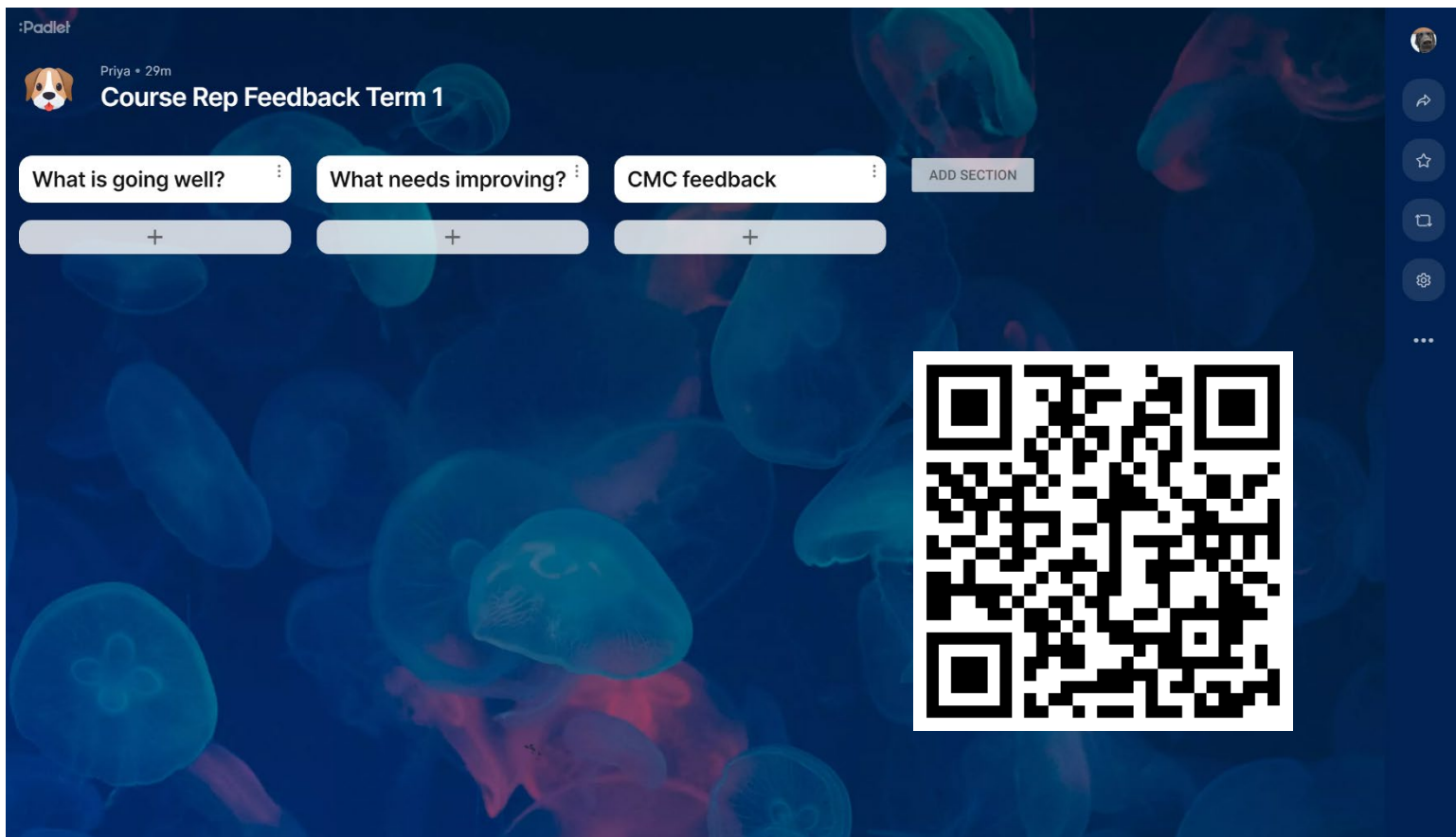
Contacts

Your primary SU contact is Priya Toor, SU Vice President for Representation and Communications.

Please contact Priya on
surepcomms@rvc.ac.uk

How to keep in touch with the SU:

- Email SU VP Representation & Communications, Priya at surepcomms@rvc.ac.uk
- Drop in to the monthly keep in touch sessions on MS teams (KIT sessions)
- Post on the padlet board – please include you cohort/name eg. BSc1
 - What is going well
 - What needs improving
 - Feedback from CMCs – how improvements will be made



TRUSTEES

NON-TRUSTEES

STAFF



LEGEND THURMAN
PRESIDENT
supresident@rvc.ac.uk



PRIYA TOOR
VP REPRESENTATION & COMMUNICATION
surepcomms@rvc.ac.uk



RHIAN HILL
VP WELFARE
suwelfare@rvc.ac.uk



LAUREN CRAYTON
VP ACTIVITIES & CAMPAIGNS
suactivities@rvc.ac.uk



CHANTELLE WOODWARD-ILES
VP TREASURER
sutreasurer@rvc.ac.uk



DANA YUN
VP CAMDEN
sucamden@rvc.ac.uk



GARETH JONES & PAK KAN TANG
SU POSTGRAD
supostgrad@rvc.ac.uk



TBA
SU EQUALITY & DIVERSITY
suequality@rvc.ac.uk



VICTORIA BODY & CAOIMHE ABDUL-WAHAB
SU UNGERGRAD BIO
sugbio@rvc.ac.uk



JADE URQUHART-GILMORE
SU ALUMNI
sualumni@rvc.ac.uk



ALLYSON PACE
SU INTERNATIONAL
suinternational@rvc.ac.uk



FLORA FOXX
VET NURSE LIASON
suvetnursing@rvc.ac.uk



JAMES ROE
ENVIRONMENT OFFICER
suenvironment@rvc.ac.uk



MORLEY JONES SAYMA
susa@rvc.ac.uk



ELIZABETH BROOKS
IVSA SENIOR
suivs@rvc.ac.uk



HARRY GEORGE
AVS SENIOR
suavs@rvc.ac.uk



EMMA WYLES
RAG OFFICER
suirag@rvc.ac.uk



TBA
IVSA JUNIOR
suivs@rvc.ac.uk



MATTEO GUGLIELMI
AVS JUNIOR
suavs@rvc.ac.uk



DAVE SHERLOCK-JONES
SU GENERAL MANAGER
ds@rvc.ac.uk



WILLOW GIBSON
FINANCE & SHOP MANAGER
sugibson@rvc.ac.uk



FUCHSIA STOCKER
OFFICE & FINANCE ADMINISTRATOR
fstocker@rvc.ac.uk



JACK CONWAY
SOCIAL MEDIA & WEBSITE MANAGER
suwebsite@rvc.ac.uk



JASMINE JAMES
ENTERTAINMENT MANAGER
suents@rvc.ac.uk



CHARLES SANDBACH
MINIBUS MANAGER
suminibus@rvc.ac.uk



MICHAL PRZEDWOJSKI
FINANCE ASSISTANT



DANNIELLE TOLHURST
BUTTERY MANAGER
sufutters@rvc.ac.uk



EZRIE PRIDEAUX
SPORTS ADMINISTRATOR
supsports@rvc.ac.uk



MADDY SMITH
HAXBY MANAGER
thenaxby@rvc.ac.uk

RVC SU STRUCTURE 2022/2023

University Contacts

Contact staff below to seek advice, solve a problem and share feedback outside of a committee meeting.
They are waiting to hear from you... 😊

Area	Person	Email	Phone
Head of Advice Centre	Steve Short	sshort@rvc.ac.uk	0203 905 4795
Student Wellbeing Advisers	Dina Varsani, Barbara Mulenga, Elliot Gathercole, Sylvia Simpson	advice@rvc.ac.uk	0208 051 3500
Counselling		advice@rvc.ac.uk	0208 051 3500
Mental Health Adviser	Georgina Hollingsworth	advice@rvc.ac.uk	
Student Money Adviser	Shelley Revell	moneymatters@rvc.ac.uk	0208 051 3500
Disability Adviser	Kate Solomon	disability@rvc.ac.uk	0208 051 3500
Careers Advisers		careers@rvc.ac.uk	N/A
Educational Development Manager	Veronica Brewster	vbrewster@rvc.ac.uk	01707 667126
Study Skills Support Tutors	Amanda Rosier	studyskills@rvc.ac.uk	N/A
Head of Campus Services (Estates)			01707 666309
IT helpdesk	IT helpdesk: Log requests through Service Desk Portal https://servicedesk.rvc.ac.uk/tas/public/ssp/	helpdesk@rvc.ac.uk	020 7468 5181
Library	Log requests through Service Desk Portal https://servicedesk.rvc.ac.uk/tas/public/ssp/	library@rvc.ac.uk	0207 468 5181
Learning Resources Manager	Steve Cook	stcook@rvc.ac.uk	01707 669 463
IT Resources Manager	Gwyn Jervis	gjervis@rvc.ac.uk	0207 468 5177
Head of Infrastructure customer services	Sally Burton	sburton@rvc.ac.uk	01707 666 214
RVC Learn		learn@rvc.ac.uk	
Head of Graduate School	Kristien Verheyen	kverheyen@rvc.ac.uk	01707 666 625
Student Surveys and student engagement	Maxine Bailey	AQOfficerSE@rvc.ac.uk	01707 666870

You can also find many staff contacts via [Learn](#) or the [RVC intranet](#).

Committee Secretaries

Committee secretaries are there to support you with any questions. You may find it helpful to have quick catch-up with the secretary prior to the meeting to confirm which of the agenda items are especially of interest to you as a Course Rep.

If you wish to add an item to the agenda you must send your request to the secretary at least 2 weeks before the meeting, or by their specified deadline.

Committee	Secretary	Email
Biological and Biomedical Sciences Course Management Committee	Hannah Croall	hcroall@rvc.ac.uk
Populations Course Management Committee	Ruth Chandler	rchandler@rvc.ac.uk
Postgraduate Medicine Course Management Committee	Jo Jarvis & Lisa Harber	jejarvis@rvc.ac.uk lharber@rvc.ac.uk
Undergraduate Medicine Course Management Committee	Ana Filipovic	afilipovic@rvc.ac.uk
Veterinary Education Course Management Committee	Anna Willis	mscvetedu@rvc.ac.uk
Veterinary Nursing & Graduate Diplomas Course Management Committee	Emma James	emmajames@rvc.ac.uk
Student Development Committee	Mescaline Walker	mewalker@rvc.ac.uk
College Services Forum	Abi Connell	aconnell@rvc.ac.uk

It is often quicker to share feedback and tackle issues by talking directly to College staff without having to wait for a committee meeting.





Jargon Buster

AOB, Any Other Business: Items submitted for discussion at a committee later than six working days before the meeting may be discussed under the agenda item 'Any Other Business'.

AQIR, Annual Quality Improvement Reports: Are part of the Colleges annual monitoring and are completed by Year Leaders/Course Directors. The reports are approved by a Sub-Group of the Teaching Quality Committee, considered by the Course Management Committee and published on the intranet.

CMC, Course Management Committee: RVC committees that manage the College's courses and ensure that College policies and procedures are put into practice at course level. These are the committees where changes to individual courses are decided. All Course Representatives are members of their CMC.

CSF, College Services Forum: RVC committee which supports enhancement of college-wide services/facilities including Estates, HR and Finance. All student representatives are invited to attend and for each meeting there should be at least 1 Course Rep from each course and the SU Deputy President or Vice President.

HEI, Higher Education Institute: Anywhere that offers degree-level courses.

LISD, Library and Information Services Division: RVC department responsible for delivering Library and IT support functions. It is a member of the College Services Forum and Student Development Committee.

LTAC, Learning, Teaching and Assessment Committee: RVC committee responsible for all the College's taught degree courses, both undergraduate and postgraduate. It directs the College's activities in teaching and assessment. It has 3 student members.

NSS, National Student Survey: This is a survey asked to final year students in HEIs across the UK.

PTES/PRES: Postgraduate Taught Experience Survey/ Postgraduate Research Experience Survey.

SDC, Student Development Committee: RVC committee responsible for ensuring support services meet needs of all students including Tutorial system, Advice Centre, Library and Information Services, Learning Development, Halls provision. It has 4 student members.

TQC, Teaching Quality Committee: RVC committee responsible for monitoring processes to ensure the quality and standards of our taught programmes of study. It has 3 student members.

TEF, Teaching Excellence Framework: A national scoring system used to rate HEIs.

Keep in touch!

Key issues will change during the year, so it is important to stay in touch by:

1) Attending Reps' Training and monthly drop in sessions

These events are a chance to catch up with fellow reps, share experiences and receive up to date information from the RVC and the Students' Union.

2) Keep in touch with the Students' Union

In particular, please submit your 'SU Course Reps update report' onto the Reps Padlet page after each 'Course Management Committee' and ad-hoc as needed. Your reports will be considered by Priya Toor the SU Vice President for Representation and Communications (SUrepcomms@rvc.ac.uk) and the Postgraduate Officer Gareth Jones/Kan Tang (SUpostgrad@rvc.ac.uk). Check out the Student Union Reps website <https://www.rvcSU.org.uk/union/reps/>.

3) Keep in touch with your Course Management Committee secretary

They can help you track actions and issues being progressed through the committee.

Further reading

[RVC Academic Quality procedure 'Student Engagement':](#)

Sets out the Colleges commitment to ensuring that all students have opportunities to contribute to their learning experience. It also details the range of mechanisms for student engagement in quality assurance and enhancement at the RVC.

[RVC Academic Committee Handbook:](#)

This handbook is available on the RVC website and provides guidance on the College's academic committee system, including how committees work and how decisions are made.

[Quality Assurance and Enhancement Strategy 2013-21:](#)

This College strategy sets out how it will enhance the quality of the student learning experience and ensure that the quality and standard of its courses. It includes a specific section on Student Engagement.

Please find copies of the pay claim form on the next pages.

And finally, baby goats in pyjamas!



APPENDIX 1
'FEEDBACK FROM COHORT TO SU COURSE REPS' - template form

As SU Course Rep, a few weeks before attending your 'Course Management Committee' meeting, please send the 2 questions below to your cohort and:

- i) let them know that as their SU Course Rep you are a member of the 'Course Management Committee' and are able to represent their feedback
- ii) that this committee is responsible for managing their course and members include course staff
- iii) ask them to answer the 2 questions below so that you can raise this feedback at the committee meeting (or with course staff directly). These topics might relate to teaching content, staff, learning opportunities, assessment info, exams, feedback to improve your learning, course organisation.

Please send a note to the committee secretary prior to the meeting, with a summary of the key issues raised under the 2 questions below, which you can then raise during the committee meeting under the agenda item 'Feedback from SU Course Reps'.

If the topic relates to student support services, please contact the SU Officer for Welfare, Rhian Hill, as it may be helpful to also raise this with the 'Student Development Committee' which is responsible for student support services.

Any questions drop Maxine Bailey or Priya Toor, SU Vice President for Representation and Communications, a line at [mbailey@rvc.ac.uk](mailto:m Bailey@rvc.ac.uk) or surepcomms@rvc.ac.uk.

1.	Key topics/areas which are going well with the course. <ul style="list-style-type: none">• ...• ...• ...• ...
2.	Key topics/areas which could be improved on the course and suggestions for how improvements could be made. <ul style="list-style-type: none">• ...• ...• ...• ...

APPENDIX 2

'SU COURSE REPS UPDATE TO COHORT AND SU' - template form

Within 2 weeks of attending your termly 'Course Management Committee', please complete the form below and:

1. email it to your cohort as an update from the committee meeting. Remind your cohort what the committee does and why you attend
2. add the contents to the Padlet page set up by Priya Toor for SU Course Reps.

Any questions please contact Maxine Bailey or Priya Toor, SU Vice President for Representation and Communication, at [mbailey@rvc.ac.uk](mailto:m Bailey@rvc.ac.uk) or surepcomms@rvc.ac.uk.

1.	Things which the 'Course Management Committee' identified as working well on the course at present: <ul style="list-style-type: none">• ...• ...• ...
2.	Things which were identified as not working so well on the course and actions/next steps planned to make improvements, or information as to why changes may not possible: <ul style="list-style-type: none">• ...• ...• ...

Occasional Worker Pay Claim Form

By signing and returning the form you agree and acknowledge the following:

1. This claim form is for individuals with a **UK bank account**. If you only have an overseas bank account, please complete the *Occasional Worker Claim Form for Overseas Bank Accounts*.
2. Occasional Workers are permitted to work a maximum of 140 hours only in any one tax year.
3. Full **Right to work** checks, including appropriate visas checks must be in place and a verified copy sent to payroll for the confidential worker file to enable payment to be made. Visa documentation must be provided from overseas workers for every visit to the UK. Please note any missing documentation will delay payment.
4. All workers from overseas without a UK passport will require a visa to work in the UK, normally the *permitted paid engagement (PPE) visiting visa*. Workers using the PPE visa may not stay in the UK for any longer than one month at a time.
5. Overseas workers may not work more than 30 days in the UK in total in **any one tax year**.
6. Please do not use this form to claim any type of expenses. Please submit a separate expenses claim to the Finance department.
7. Students must not work more than 20 hours in any one week (or the maximum denoted on any visas) during term time.
8. Failure to complete the form fully may result in delayed payment

Please denote your occasional worker type:

Academic Examiner Invigilator Professional Student Other, Pls specify:

Please denote your Passport classification:

United Kingdom Overseas

1. PERSONAL INFORMATION – ALL Fields in section 1 to be completed by the claimant			
Payroll No. (If Known)		Date of Birth	
Surname		Gender	
1 st Name		NI Number	
Title	<input type="checkbox"/> Miss <input type="checkbox"/> Mrs <input type="checkbox"/> Ms <input type="checkbox"/> Mr <input type="checkbox"/> Dr <input type="checkbox"/> Professor <input type="checkbox"/> other – pls state:		
Address line 1		Bank Details:	
Address Line 2		Bank Branch	
Address Line 3		Bank Sort Code	
Address Line 4		Bank Account	
Post/Zip Code		Swift Code	
Country		IBAN NO	
Name of Emergency Contact (EC)		EC Relationship to you	
EC Address		EC Tel No. with dialling code	

2. Work Details			
Job Title/role	RVC Students Union Course Representative		
Department	N/A	Line Manager	N/A
Brief description of Occasional Role being Undertaken	Acting as RVC SU Course Representative for my cohort		

3. Claim Details – claimant to complete in full – Payment

Payment will be made in arrears, in the next payroll, subject to all the engagement documentation being in place/up to date. Please complete one form to cover a calendar month and denote the weeks of the month. Forms must be submitted within one month of having undertaken the work. Payment may not be made for forms submitted outside the time-limits. Students may only work/claim a maximum of up to 20 hours per week during term-time, please note that any claims in excess of these hours won't be paid. Any students with a T4 visa found to be working in excess of 20 hours per week during term time will be in breach of their visa and face removal from the RVC and deportation.

Calendar Month			Year		
Date Pls detail week commencing	Date of work and title of meeting e.g. Biosciences Course Management Committee	Location of where the work was delivered	Authorised Rate Per <input checked="" type="checkbox"/> Hour/ <input type="checkbox"/> day/ <input type="checkbox"/> week	Hours Worked	Payment Value (£)
<i>Example.</i>	07/Feb/2022	Tue 8 February 2022, Biosciences CMC	<input checked="" type="checkbox"/> UK <input type="checkbox"/> Overseas	2	£20
WK Com		<input type="checkbox"/> UK <input type="checkbox"/> Overseas			
WK Com		<input type="checkbox"/> UK <input type="checkbox"/> Overseas			
WK Com		<input type="checkbox"/> UK <input type="checkbox"/> Overseas			
TOTALS					
I declare the information I have provided on this claim form is correct. I understand formal action will be taken if I give false information.					
Claimant Signature			Date		
Name and signature of Secretary or Chair of Academic Committee			Date		

Please note that if you are an entitled worker under the government's auto enrolment legislation, you have the right to opt into an occupational pension scheme. If you do wish to opt into a pension scheme, please contact the Payroll Department for further information.

4. AUTHORISATION – For Budget Holder to complete in full

Cost Code Details	1	100	%	RVP 2135	UGR	1909
	2		%			
	3		%			

I confirm that a Right To Work check has been undertaken and the documents forwarded to payroll for confidential retention and future audit inspection			
Manager's Signature			
Full Name Printed	Cheryl Jackson	Date	
Manager's Job Title	Academic Quality Manager		

Note for managers:

Prior to signing this Claim, please ensure you are an authorised signatory registered with the Finance Department at Camden.

Please send fully completed and signed forms to payroll. payroll@rvc.ac.uk

5. FOR PAYROLL USE ONLY

Date input/by		Data Checked/by		Month	
Document Checks					
<input type="checkbox"/> Payroll No:		<input type="checkbox"/> Worker File		<input type="checkbox"/> Engagement Letter	
<input type="checkbox"/> Passport		<input type="checkbox"/> Visa		<input type="checkbox"/>	