

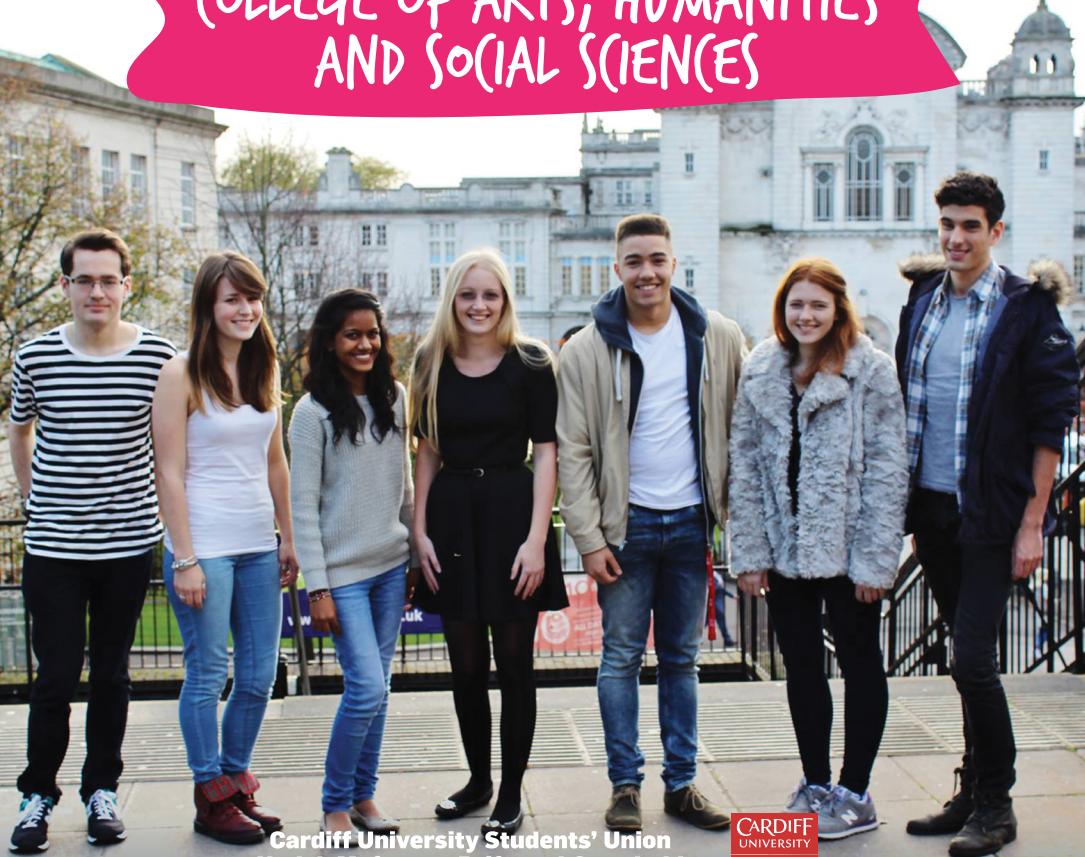


Student Academic Reps  
Cynrychiolwyr Academaidd Myfyrwyr

Cardiff University Students' Union  
Undeb Myfyrwyr Prifysgol Caerdydd

# STUDENT ACADEMIC REP HANDBOOK 16/17

COLLEGE OF ARTS, HUMANITIES  
AND SOCIAL SCIENCES



Cardiff University Students' Union  
Undeb Myfyrwyr Prifysgol Caerdydd

CARDIFF  
UNIVERSITY  
PRIFYSGOL  
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## PROF. AMANDA COFFEY

Cardiff University is really proud of the strong partnership it has with the student body. We have a long tradition of student representation at the University, as one of the ways we work with and for our students. The Academic Representation system means that students from every programme in every school can have a say in how their education and wider student experience can be enhanced.

We want our students to have the best experience possible whilst they are at Cardiff University. Student Reps help to make sure that we have a strong steer about things that are working well and things that need to be improved.

Being a 'Rep' means that you have the opportunity to work alongside and represent your peers, as well as enhance your skills and build your networks. Welcome to the team.



PROF. AMANDA COFFEY

Pro-Vice Chancellor Student  
Experience and Academic  
Standards

# YOUR ROLE AS A STUDENT ACADEMIC REP

Cardiff Students' Union and Cardiff University work in partnership to ensure that the student voice is heard and taken seriously at every level. As a Student Academic Rep play a vital role in this by attending Student-Staff Panels in your School, and acting as a link between members of staff and your fellow students. It's your job to tell the School and the University what you like and don't like about Cardiff University. Without your feedback, we can't change things for the better.

## You are expected to:

- Make yourself known and available to the students you represent.
- Gather the views and opinions of a wide range of students.
- Be a point of contact for students on issues relating to your course and facilities.
- Sign-post students to information about services offered at Cardiff University.
- Feedback to students about the difference you have made and the improvements in your school.

## Working with your school

Each School has designated members of staff who acts as Student Rep Coordinators (SRC). Your SRC will be your first point of contact for all the Reps in your School. They will be happy to help you with any queries or problems you might have in your role. They can arrange:

- A dedicated notice board promoting your role.
- To send emails on your behalf.
- Organise meetings with key School staff.
- Provide advice on projects and ideas you have.
- When Student Staff Panels will be taking place.



# THE YEAR AHEAD: KEY DATES

## ELECTIONS WINDOW 1:

10th – 21st October 2016

We will be encouraging your School to run elections to ensure your course mates have a say in who represents them. Not every school holds an Election.

## TRAINING WINDOW 1:

17th October – 4th November 2016

## STUDENT STAFF PANEL CHAIR AND SECRETARY TRAINING:

19th October and 2nd November 2016

## SPEAK WEEK:

6th – 10th February 2017

Speak Week is the Students' Union's annual campaign to gather feedback from students. Last year over 2,200 feedback cards were completed. This serves as a prime opportunity to engage with your cohort, if you would like to volunteer please email [studentresp@Cardiff.ac.uk](mailto:studentresp@Cardiff.ac.uk)

## ELECTIONS WINDOW 2:

6th – 24th March 2017

## TRAINING WINDOW 2:

27th March – 7th April 2017

## COLLEGE FORUM FOR ARTS, HUMANITIES AND SOCIAL SCIENCES:

30th November – 16.00 – 18.00

25th January – 15.30-17.30

22nd March – 13.00-15.00

## COLLEGE FORUM FOR BIOMEDICAL AND LIFE SCIENCES:

30th November – 13.00 – 15.00

1st February – 13.00 – 15.00

29th March – 13.00 – 15.00

## COLLEGE FORUM FOR PHYSICAL SCIENCES AND ENGINEERING:

1st December – 13.00 - 15.00

1st February – 15.30 - 17.30

22nd March – 15.30 - 17.30



# VP EDUCATION

First of all, I would like to congratulate you all on becoming Student Academic Reps!

My time as a rep is the reason why I am doing what I do now. I graduated with a Chemistry BSc in 2016 and during my time as a student I was a student rep, radio host, football captain and more, I tried to get involved to help students whenever and wherever possible, and I discovered that I could do a lot! Being an academic rep is a hugely rewarding experience.

You are part of a huge network of students who have all set out to do one thing – enhance the student experience – you will each do this in a different way as you have the freedom to work with your cohort in a way which suits them best. The Student

Voice team and I will be there to support you.

I've included below some of my main priorities:

- Give students direct input into various university-led projects to enhance their learning experience.
- Help the university reach its 80% target in assessment & feedback NSS results.
- Ensure lecturers are adequately trained to use LearnPlus, continually delivering an engaging experience.

If you see anything you would like to get involved with, please do let me know.

## Now for my biggest piece of advice...

Don't be afraid to take initiative, your feedback is hugely valued, the data from your SSP meetings are used in committees all the time! So, be there for your cohort, listen to them and remember that you are still a student, make sure to have fun with the experience!

Mo



# YOUR STUDENT VOICE TEAM

Congratulations on becoming a Student Academic Rep! We are here to give you advice and support so you can engage and represent with the students on your course. The work we do covers a wide range of areas from Student Academic Reps to Union elections, from campaigns to policy work. We design and deliver your training, so you are best equipped to carry out your role. We work in partnership with our colleagues in the University to maintain the academic quality system. We advocate student engagement at every level of University decision making.

Throughout the year you will receive emails and communication from us, informing you of key University events and opportunities. We run Speak Week – last year we received over 2,200 responses from students suggesting ways of improving the University! We organise the Enriching Student Life Awards, where we recognise the hard work of both students and staff who help improve the student experience. We look forward to working with you.

You can come and visit us on the third floor of the Students' Union in Park Place or contact us:

-  029 2078 1423 / 434
-  [StudentReps@Cardiff.ac.uk](mailto:StudentReps@Cardiff.ac.uk)



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# PROF. GEORGE BOYNE

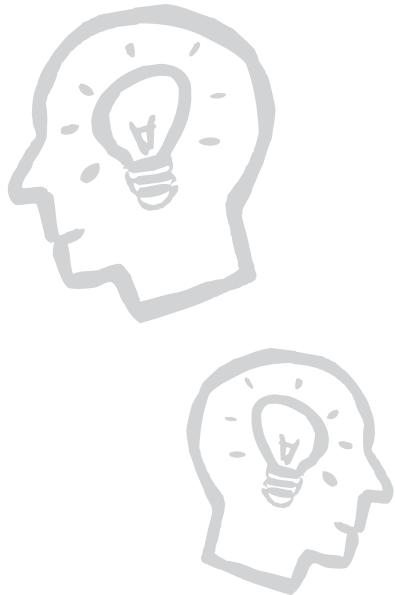
Assuring and enhancing the quality of the student experience is a key priority for the College of Arts, Humanities and Social Sciences. The individual and collective perspectives and actions of students are important drivers for managing the quality of the College's educational provision and identifying the need for change. All Schools in the College are committed to working with student representatives and the Students' Union to ensure the student voice is embedded in all our activities. The College works with Schools to ensure that students are provided with a range of opportunities to provide feedback and influence learning provision at all levels.

The student representative system is an important mechanism through which the student voice is heard. As a College we see student representatives as partners in ensuring our commitment to a positive and enhanced student experience. Student representatives are valued members of our education teams in each School, working with academic colleagues to collect and act on student feedback. At College level we will be working closely with our student representatives to improve opportunities for international student mobility and placement based experience. Student views will also be vital as we continue our programme of investment in learning and social space for students across the College.



PROF. GEORGE BOYNE

Pro Vice Chancellor College  
of Arts, Humanities and Social  
Sciences



# PROF. MARTIN JEPCHOTE

In AHSS we benefit from the very large number of students, at all levels of study, who act as student representatives. In all schools there are active student-staff panels which discuss and advise on proposed programme changes, and feedback to us on what works and what needs to be improved. This is also an opportunity to look at module evaluation data and student survey data such as the National Student Survey. A sub-set of school representatives also attend the College Forum which provides an opportunity to enter into a dialogue about matters of common interest across our schools and many subject areas.

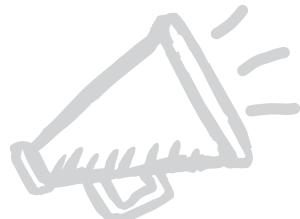
Working with our students in these ways is illustrative of the strong partnership we have and the importance we attach to what is referred to as 'student voice'. In turn, this dialogue we have with students enables us to be responsive and to work in trying constantly to improve the student experience.

From student feedback we are however aware that we need to do more to tell students about how we respond to their feedback and to the changes that are made as a result. So, in 2016-17 we want to double our efforts, and part of the early discussions we want with our student representatives is to better understand how we can communicate - not just with student representatives, but with the whole student body.



PROF. MARTIN JEPCHOTE

Dean of Education and Students,  
Arts, Humanities and Social  
Sciences



# REP GOALS

The Rep Goals system has been created to outline your key responsibilities and to track your progress throughout the year. To receive a Student Academic Rep certificate and to be recognised for your efforts as Rep, you have to evidence the achievements stated in the Rep Goals sheet.

There are five key areas covered in the Rep Goals:

## PREPARING FOR THE ROLE

This covers training, reading the handbook, attending a skill development session, familiarising yourself with your NSS dashboard, Student Charter and Welcome to Cardiff figures, as well as meeting your Student Rep Coordinator.

## DUTIES OF THE ROLE

Attend a minimum of 2 Student Staff Panels, attend a College Forum (if you are a Chair), attend the Students' Union's Annual General Meeting (AGM), attend Student Senate, have a meeting with Student Voice, prepare the agenda for your SSP (Chair & Secretary only), complete the minutes for all your SSPs in a reasonable time.

## ENGAGEMENT

Attend Rep Conference (during Speak Week), volunteer in Speak Week, Apply for the Education Executive, take part in Periodic Review, or Annual Review and Enhancement, run a School project.

## COMMUNICATION

Communicate your presence on your course, setup a Facebook group, lecture shout-out, evidence closing the feedback loop, communicate with your Course-based society, email Student Voice.

## REFLECTING/FEEDBACK

Complete the Student Rep Survey, write a reflective report of how the year has gone, Nominate others for an ESLA, Get Nominated for an ESLA



# THE ENRICHING STUDENT LIFE AWARDS (ESLAS)

For many years Cardiff University Students' Union has organised the Enriching Student Life Awards. The Awards were setup to recognise the hard work put in by students and staff who vastly improve the student experience at Cardiff University. Categories range from Personal Tutor of the Year, to Student Academic Rep of the Year with the awards ceremony taking place in late April/early May.

As a little thank you from the Students' Union, every member of staff nominated for an ESLA receives a mug, with a free tea bag. It is the Students' Unions way of recognising staff members' hard work and dedication to their role – demonstrating that students really do value their contribution.

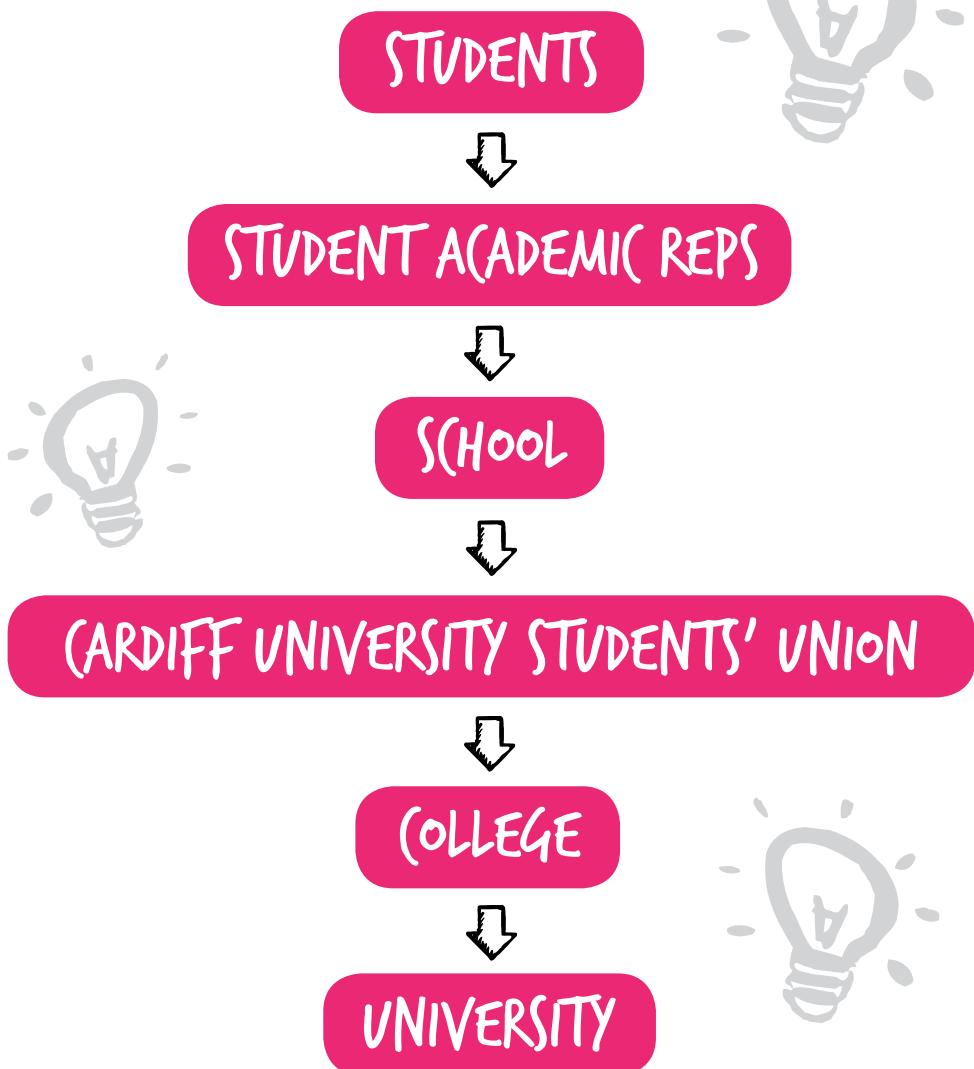
The ESLAs are separated into three stages:

- 1. ESLA promotional campaign and nominations**
- 2. Shortlisting and invitations**
- 3. Awards Night**

This year the Student Voice will be making a concerted effort to better publicise the ESLAs, extending the nomination period over a number of months and promoting the nominations across the University. We will need your help in promoting the ESLAs to your course mates – this is your chance to recognise students and staff who do work beyond the call of duty.



# HOW DOES THE FEEDBACK STRUCTURE WORK?



# SPEAK WEEK

Speak Week is an annual campaign run by the Students' Union. The purpose of the campaign is to gather feedback from the student population and use that feedback to improve the student experience at Cardiff University. Feedback is gathered through students filling out Speak Week cards. The cards will ask students to state their course, year group and if they are an Undergraduate, Postgraduate Taught or Research student.

In 2014 over 300 Speak Week cards were filled out across the University. In 2015 the figure increased to 800 and in 2016 this increased again to over 2,200. This could not have happened without the hard work of student volunteers and the academic schools who helped the Students' Union promote Speak Week.



The Students' Union comb through the Speak Week data and then provide an analysis for the University to work on the concerns raised.

If you would like to volunteer to help out with Speak Week, or would like to have a look at the data please email: [studentreps@Cardiff.ac.uk](mailto:studentreps@Cardiff.ac.uk)

We would encourage you to get involved because it is a fantastic opportunity to engage with your course mates. It is a different type of information gathering that needs motivated and passionate people driving the campaign.



# STUDENT STAFF PANELS EXPLAINED

Student-Staff Panels (SSPs) are meetings which are attended by Student Academic Reps and staff within your School. The purpose of these meetings is to talk about issues affecting your course and general educational experience. You are expected to attend these meetings with feedback from your fellow students.

There will be an agenda and minutes circulated before the meeting takes place. Make sure you are prepared for the agenda items. Keep a look out for action points in your next meeting. You might be asked to do something by your School for the next SSP.

## Positive Vs Negative

Whilst it's important that you critique your School and University, it's also important to feedback the positive things too. Schools need to know what your peers are enjoying about their course, so they can improve the student experience.

Your SSP will meet at least once per semester and your School and should provide you with an annual schedule of meetings that you need to attend. Keep this time free from other activities. If you are unable to attend please let the Chair of the SSP know. Furthermore if you cannot attend but still have points to raise, get in contact with Chair.

## Don't leave an issue until your SSP!

Some issues can wait until a formal meeting such as a Student-Staff Panel, others can't. If there is a pressing issue it is worthwhile raising it with a member of staff before the meeting. Remember: You're a Student Representative and you should ensure that you are representing the majority view, not those personal to you. You should not discuss individual staff members, individual students or personal complaints and grievances. If issues like this arise, speak to your Student Rep Coordinator, alternatively you can contact the Students' Union

# THE ROLE OF CHAIR AND SECRETARY

Every SSP will have a Chair and Secretary. For the most part these are roles are taken up by Students. The Secretary role is sometimes held by a staff member. They play a very important role in ensuring the panel meetings are run efficiently and effectively, ensuring that actions from the meeting are assigned and are provided a given timeframe. It is the responsibility of the Chair to make sure actions for meetings are assigned.

The Chair has a number of roles. Before the meeting the Chair and Secretary will agree the agenda with their School. There is a set agenda template that Student Voice can provide if your School doesn't have one. During the SSP itself the Chair will ensure the meeting is running to time, they will remain independent and they will make sure every member of the panel has equal speaking rights. Their role is also to summarise the points made by the members of the meeting, as well as appointing action points to a given member of the meeting or the group as a whole. Following the meeting the Chair has the responsibility to checking the minutes written by the Secretary and setting the date for following SSP.

The Secretary is the record keeper, they take the minutes of the meeting, book the room of the meeting and ensure all the appropriate participants are invited.

Before the meeting the Secretary will have circulated the minutes of the previous meeting. During the SSP they will record the minutes and, afterward, type up the minutes, circulating them to the membership of the meeting.

The Chair and Secretary work together to ensure everyone has a clear understanding of what happened in the previous meeting.



# BOARDS OF STUDIES

Minutes of the SSP will be sent to the Students' Union via the Secretary of the meeting. The minutes should also be sent to the Boards of Studies. Boards of Studies are formal meetings held by your School to 'ensure the coordination of all academic and administrative matters associated with taught programmes of study'. These meetings are far more formal and are attended by the Head of School and the appropriate staff.

Student academic representation varies from school to school, but on the whole at the very least, the Chair of the SSP attends as the student representation. Issues which are discussed in these meetings include: admissions criteria, methods of assessment, content and curriculum.

## COLLEGE FORUMS EXPLAINED

There are three different College Forums – Arts, Humanities and Social Sciences (AHSS), Biomedical and Life Sciences (BLS), and Physical Sciences and Engineering (PSE). These meetings represent the views of both Undergraduate and Postgraduate Taught students, attended by the chairs of the SSPs.

Each Forum is hosted three times a year and is run by the Students' Union. The meetings are attended by SSP Chairs (or their nominees) along with the appropriate elected officer, Pro Vice Chancellor for Student Experience and Academic Standards, library and IT representatives, College Dean for Education and Students, plus other invited University staff members.

The issues discussed at College Forum are usually problems that cannot be resolved at a local level and need further attention. These meetings are essential in keeping the College structures informed of student feedback.



# TRAINING

The Students' Union offer comprehensive training available to all Student Academic Reps. Whether you have been in your role for a number of years or are fresh to the post. This year training will be taking place in two distinct windows:

**17th October – 4th November 2016**

**27th March – 7th April 2017**

These dates have been chosen to ensure that the Student Voice team can focus on the training and give their full energy to this area and then be able to commit to their other tasks throughout the rest of the year.

For the most part training will be conducted locally to you and will last no longer than an hour. Sessions will cover the basic principles of being a Student Academic Rep, useful contacts, how to gather feedback, how to deal with student concerns and group work to improve your problem solving.

If you want to check when your School is having training or if you want to know any more about the training we provide please email **[studentreps@Cardiff.ac.uk](mailto:studentreps@Cardiff.ac.uk)**

## GET INVOLVED, JOIN THE REP POOL!

The Student Academic Rep structure exists to ensure students have a say in shaping their academic experience. To ensure this happens the University adhere to the Quality Assurance Agency (QAA) code. This code ensures that the courses you study are maintained to a high standard.

Across the University there are number of opportunities for you to get involved with to help shape the academic experience for you and your peers. This year the Students' Union are introducing a Rep Pool – for those Reps who are willing to volunteer and be able for a number of meetings throughout the year. To sign-up to the Rep Pool email: **[studentreps@Cardiff.ac.uk](mailto:studentreps@Cardiff.ac.uk)** with the title: Rep Pool.

Alongside your academic Schools providing you with opportunities to get involved in School-wide projects and consultations, there are a number of processes that you can volunteer for. These include but are not limited to:

- **Annual Review and Enhancement (ARE)** – where the University analyses what needs to be changed or improved in each Academic School. The student attended meetings are held in early November on a college-by-college basis
- **Periodic Review (PR)** – this is the processes by which Schools undertake a broad review of all their programmes, evaluate their strategic direction and reflect upon the experiences of their students. This is all conducted under the QAA framework, rotating on a five year cycle across every School
- **Programme Approval Panels** – these are meetings formed to pass new programmes within a given school. Student representation is required for these approval panels, but the students must be from a different school to the one that is having the programme approved

It is also worth asking your School for their External Examiners report, this report provides the School with recommendations to improve exams based on scripts that have been submitted for review.

## BEING A REP IS A CV BOOSTER!

Taking up the role of a Student Academic Rep will benefit your CV massively. In the role you learn various different skills include:

- Public Speaking
- Decision Making
- Teamwork
- Committee Skills
- Problem Solving
- Leadership
- Communication Skills
- Presenting Skills

You can hone all of these skills by attending sessions run by the Skills Development Service, based on the 2nd floor of the Students' Union, Park Place. You can pick from a variety of units from presentation skills to negotiation, from assertiveness to team briefings.

 CardiffSDS

 @SDScardiff

 SDS@Cardiff.ac.uk

 02920781489

# THE STUDENT CHARTER

The Student Charter has been developed as a partnership and defines the roles and responsibilities of all of us: students, the Students' Union and the University. The Charter informs you of what you can expect from the University and the Students' Union and what is expected of you. As a Student Academic Rep, it's important you know these expectations and what students can do if the University does not meet your expectations.

There are eight communities each with useful information and links to all related services that you might need to know about whilst you are at Cardiff. If things do not meet your expectations you can use the website as a guide to the next steps you should take. The Student Charter is not aspirational; you can expect all of the services outlined in the Student Charter. Don't forget, there are expectations on you too.

You should always seek to:

- Raise issues at an early stage and seek advice if these are not resolved;
- Inform the University promptly of any changes to your circumstances;
- Raise your concerns if your Cardiff experience is adversely affected by the behaviour of fellow students or staff;
- Seek advice immediately if your academic progress, or any other aspect of your Cardiff experience, gives you cause for concern.

# STUDENT ADVICE

The Student Advice centre provides advice and information, advocacy, representation and support through a free, confidential, impartial and independent service to the members of the Students' Union. You can drop in, book an appointment, e-mail or phone the team. The service also undertakes other activities and events to develop awareness of rights and responsibilities and to promote health and wellbeing of students.

## What can the Advice team help with?

- Academic Issues – this includes academic appeals, advice on student conduct, changes to your course/terms and conditions, extenuating circumstances, revising through Ramadan, Revision Aid, Unfair Practice
- Health and Wellbeing – sexual health
- Housing – checking housing contracts, disputes with landlords, housing lists etc.

## Need Advice?

- Come and visit the 3rd floor to speak to a Student Advice Advisor.
- (Term time) Our drop in sessions are Monday to Friday 12:00 - 14:00
- Bookable appointments available between 10:00 – 16:00
- Call on  02920 781410
- Heath Campus: Advice sessions and appointments at the Heath are available on Mondays. To make an appointment please call us on  02920 781410 or fill in the Query form online: [cardiffstudents.com/advice](http://cardiffstudents.com/advice)



# EXTENUATING CIRCUMSTANCES

If you are experiencing difficult personal circumstances and you believe that these are impacting your academic performance, you must notify your School in writing of these 'extenuating circumstances' with supporting evidence as soon as possible. You need to report them formally so that the Exam Board is able to consider them when they meet. Your programme handbook will provide you with guidance and deadlines. Do not wait until you get the results of your assessment to report your extenuating circumstances.

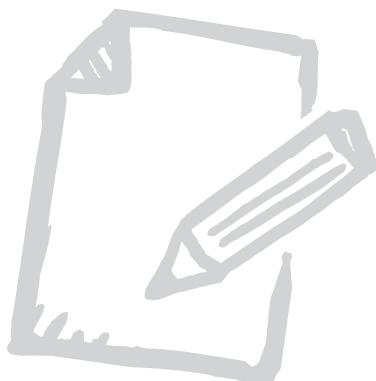
## Appeals

The University has very specific grounds for appeal and it is extremely important that you are appealing within these grounds for your appeal to be considered. For postgraduate research students (PhD/MPhil) the appeals process is different, please contact advice for further guidance.

1. The mark and/or result published by the University contains arithmetical or other errors of fact.
2. Defects or irregularities in the conduct of the Examinations and/or other Assessments or in written instructions or advice relating thereto which were not known to the Examining Board.
3. Extenuating Circumstances which were not known to the Examining Board, and where the student can show good reason why such circumstances could not have been made known to the Examining Board when the student was assessed.

You cannot appeal just because you disagree with the examiner or you want a remark. The University will not consider any appeals which challenge academic judgement.

You must submit an appeal within 28 days of the issuing of their official module/award result. Please book an appointment with an advisor to go through the procedure.



# WHAT TO LOOK OUT FOR

As a Student Academic Rep, you are expected to know where the key places are within the University that perhaps not all students will know. If a student approaches you with an issue, you can signpost them to the relevant people or place. As a Student Academic Rep you are not expected to counsel those students that are upset or need support and advice, simply to direct them to the appropriate people.

You should **NOT** have to deal with:

- Disputes between students and academic staff e.g. harassment, discrimination, and victimisation.

- Formal procedures e.g. exam failures, academic appeals, individual hearings.
- Financial and funding queries.
- Welfare problems, health and personal issues e.g. housing, employment, immigration.

If a student comes to you with a problem and you are unsure where they should go, please contact your Vice President Education or Student Voice Team for guidance.

Just pop into the 3rd floor of the SU or email us: **studentreps@Cardiff.ac.uk**.

# STUDENT SUPPORT

The staff at the Student Support Centres are here to offer confidential advice and support when you need it. Your first point of contact with the Student Support Centre will be through one of their Enquiry Point Advisers at either of our Cathays or Heath Park Centres. They may be able to answer your query straight away, or point you in the right direction to get the information you need, from a meeting with an adviser or counsellor either at one of our drop-in sessions, or via an appointment if necessary.

To find out more: please visit:  
**[cardiff.ac.uk/studentsupport/](http://cardiff.ac.uk/studentsupport/)**

study at Cardiff University must be directed to International Student Support. They are based in the Graduate Centre, on the third floor of the Students' Union. Their opening hours are 9-5 weekdays.

## Maths Support

The Maths Support Service is freely available to all Cardiff University students and has been designed to assist those who need additional support with their Maths skills. They offer friendly one-to-one or small group assistance, informal and flexible drop-in sessions and access to a range of learning resources.

## International Student Support

Any enquires about VISA's or issues relating to students coming from abroad to

# CARDIFF UNIVERSITY COLLEGE STRUCTURE

## COLLEGE OF ARTS, HUMANITIES AND SOCIAL SCIENCES:

- Business.
- English, Communication & Philosophy.
- Geography and Planning.
- History, Archaeology and Religion.
- Journalism, Media and Cultural Studies.
- Law.
- Modern Languages.
- Music.
- Politics and International Relations.
- Social Sciences.
- Welsh.

## COLLEGE OF BIOMEDICAL AND LIFE SCIENCES:

- Biosciences.
- Dentistry.
- Healthcare Sciences.
- Medicine.
- Optometry and Vision Sciences.
- Pharmacy and Pharmaceutical Sciences.
- Psychology.
- Wales Deanery (Postgraduate Medical and Dental Education).

## COLLEGE OF PHYSICAL SCIENCES AND ENGINEERING:

- Architecture
- Chemistry
- Computer Science & Informatics
- Earth and Ocean Sciences
- Engineering
- Mathematics
- Physics & Astronomy

# GLOSSARY AND ACRONYMS

**Student Academic Rep (SAR)** – a volunteer student who represents the views, questions and comments of their cohort.

**Cardiff University Students' Union (CUSU)** – is an organisation independent from the University that represents the views of Cardiff students. The Union offers representation services, extra-curricular activities, nights out, day trips and part-time employment. You are automatically a member and can use any of the services provided.

**Full-time Elected Officers** – this is a group of seven students who are elected each year to represent the views of Cardiff Students. These positions are paid and are divided into seven separate areas: President, Vice President Education, Vice President Postgraduate Students, Vice President Heath Park, Vice President Societies, Vice President Sports and Vice President Welfare.

**Student Staff Panel (SSP)** – meetings that bring together Student Academic Reps and School staff to discuss issues affecting the student population at a local level. You are expected to attend these meetings in your role.

**Boards of Study** – formal meetings bringing together Head of School with appropriate staff members to discuss administrative and academic issues relating to programmes delivered within the School.

**College Forums** – meetings that are attended by SSP Chairs, University and Union representatives to talk about college

wide concerns of a collective nature.

**Annual Review and Enhancement (ARE)** – annual quality assurance process that ensures that Schools are kept accountable for the decisions they make.

**Periodic Review (PR)** – a broad analysis of an academic schools that takes place on a five year cycle to ensure the school is meeting the expectations laid out in the QAA quality code.

**Student Voice Team** – the team that provides your training support and provides advice specific to your role. You can contact the team if you have any suggestions or grievances with the Student Academic Rep structure.

**Student Advice** – independent advice service based in the Students' Union, available to all Cardiff students – the team provide guidance on academic issues, consumer complaints, housing and more.

**Student Support** – University run service primarily based in 50 Park Place offers hardship funds, general advice, international support and counselling services.

# STUDENTS' UNION ADDRESS Book

**Vice President Education:** For queries relating to your academic experience, need for greater representation on your Student Staff Panel, suggestions for improving the student experience email:  
[vpeducation@Cardiff.ac.uk](mailto:vpeducation@Cardiff.ac.uk).

**Vice President Postgraduate Students:** For queries relating to the Postgraduate experience (both Postgraduate Taught and Research) both social and academic email:  
[vppostgraduate@Cardiff.ac.uk](mailto:vppostgraduate@Cardiff.ac.uk).

**Vice President Welfare:** For queries with Welfare concerns both in the academic sense and personal sense, concerns about housing, NHS provision in the area and signposting email:  
[vpwelfare@Cardiff.ac.uk](mailto:vpwelfare@Cardiff.ac.uk).

**Student Advice:** your confidential, independent advice and information service that will answer questions relating to academic issues, housing, consumer,

employment and money matters. To book an appointment email [advice@Cardiff.ac.uk](mailto:advice@Cardiff.ac.uk) or phone **029 2078 1410**. Drop-in appointments vary throughout the year please visit [cardiffstudents.com/advice](http://cardiffstudents.com/advice) for more information or visit the Advice team on third floor of the Students' Union.

**Societies:** For questions relating to your academic society, or if you would like to setup an academic society please email:  
[societies@Cardiff.ac.uk](mailto:societies@Cardiff.ac.uk).



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