



Student Academic Reps
Cynrychiolwyr Academaidd Myfyrwyr
Cardiff University Students' Union
Undeb Myfyrwyr Prifysgol Caerdydd

Postgraduate Research Rep Handbook 2020/21

Home of the Student Voice
Cartref Llais Y Myfyrwyr



Cardiff University Students' Union
Undeb Myfyrwyr Prifysgol Caerdydd

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Jane Chukwu, Your VP Postgraduate Students

“A huge gratitude for putting yourself forward as an Academic Rep this year. Your role as a Rep is crucial in shaping the experiences of all Cardiff Students within the University and the Students Union. As an individual, you represent the feedback, views and questions of your cohort and in every impactful way, your leadership should always aim to be a service to your fellow course mates and a drive for positive academic changes within your school and beyond. As a Union, we are always here to support you in every possible way, to lead and learn how best you can champion the Students’ Voice at every level. Congratulations on choosing to help others get the best version of their Student Life experience in Cardiff! I look forward to all the virtual and face to face meetings with you throughout the year.”



Hannah Doe, Your VP Education

“Massive congratulations on becoming a Rep! You have a very important role in representing the academic interests of students here at Cardiff. This year you are needed more than ever to champion the students’ voices. I can’t wait to work with you! Don’t forget the Students’ Union are here to support you in your role and you can drop me a message anytime.”

Email: VPEducation@cardiff.ac.uk



Sebastian Ripley, Your VP Heath Park Campus

“Congratulations on becoming an Academic Student Rep! It is a fantastic opportunity to further your course mates’ student experience while simultaneously furthering your own skills. You are the voice to instil positive changes that can really improve your fellow students time at Cardiff. Well done for getting involved and I look forward to working together this year!”



Introduction from Claire Morgan, Interim Pro-Vice Chancellor of Education and Students



“Cardiff University is really proud of the strong partnership it has with the student body, and in the coming year it is more important than ever that we actively listen and respond to the views of our students.

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. Our Student Reps will need to work in the blended learning environment of 2020/21, to 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.”



Your Students' Union



Cardiff University Students' Union is recognised as a leading Students' Union and an integral part of Cardiff University. We hope to be at the heart of the Cardiff student experience by working with every student to enhance their university experience.

Our Purpose

- » To promote the interests and welfare of students at Cardiff University during their course of study by representing, supporting and advising.

- » To be the recognised representative channel between students, Cardiff University, and any other external bodies.
- » Provide social, cultural, sporting, recreational activities and forums for discussions and debate for the personal development of students.

We Have 4 Strategic Themes

1. The heart of student life
2. Home of the student voice
3. Sector leading facilities and services
4. Engaging our less engaged communities

We Also Champion 4 Values

1. Student Leadership – you are a student leader and are supported by the Students' Union, we provide training, support and guidance.
2. Inclusion – all Academic Reps are expected to engage with every student they represent.
3. Partnership – the University, Students' Union and Academic Reps work in partnership to make the experience at Cardiff University the best it can be for students.

4. Diversity – Academic Reps are incredibly diverse and work together to remove barriers to education.

Since the Union has a whole strategic theme around student voice, we hope to continue developing our role of representing students' academic interests at school, college and university wide level. We will work with the University to support and empower students to ensure that their voices heard.

The Union works constantly to take students' views to where they count by providing opportunities for students to debate, give ideas and enact change.

Your Union works closely with the University to ensure you're represented at every level. The Student Voice team manage the Student Academic Rep structure in partnership with the University. You can make a difference to how your Union is run by voting in at the Annual General Meeting (AGM). The Union is led by the Elected Officers voted for by you, the students, so keep your eye out for elections and get involved by either running for an Officer position or voting for your favourite candidates.

Your Student Voice Team

Congratulations on becoming a Student Academic Rep! The Students' Union is the home of the student voice at Cardiff University and we are here to support you and your academic interests. Since 2014 the Student Voice Team at Cardiff University Students' Union have managed the Student Academic Representation structure. Our team exists to recruit, support and reward academic reps across the University.

As a department, we cover a wide range of areas from academic representation, democracy, policy and campaigns. We work in partnership with Cardiff University to advocate the student voice at every level and give students the opportunity to be co-creators of their University experience.

We create the training delivered to you as an academic rep, and every year we re-visit and revise the training based in your feedback. Throughout the year, you will receive a monthly newsletter from us outlining key information and events that are important to you. Tell us what you're up to so we can include in our newsletter or in our Student Wins campaign!

We want to hear from you and anything you might need help with. To get in contact or arrange a catch up with one of us just email or call us using the details below.

- ✉ studentreps@cardiff.ac.uk
- ☎ 02920 781 434
- ☎ 02920 781 448 (Heath Park)
- ☎ 029 2087 4136
- 🐦 General: @cu_studentvoice



Web: cardiffstudents.com/your-voice

Role of a Postgraduate Research Rep

Role Objective:

To represent the views of postgraduate researchers and act as a voice for them on academic and student experience issues and sharing best practice ideas.

Responsibilities:

- » Attend Rep Training
- » • Attend Student-Staff Panels (SSPs)
- » • Make yourself known and available to the students you represent
- » • Collect both positive and constructive feedback from your peers to share back with your school and college
- » • Signpost students to information on important, useful services provided by the Students' Union and University
- » • Feedback to students on the impact the student voice has had and how it's led to improvements in your school
- » • Provide feedback to the Students' Union through Postgraduate Research Rep Forums (PGRR Forums)
- » • Work with your Student Rep Coordinator on campaigns
- » • Collect feedback through Speak Week



Role of the Secretary

Role Objective:

To work in partnership with the Chair of the Student Staff Panel, take minutes, assign actions in meetings, and be a key contact for the Student Voice Team and your Student Rep Coordinator.

Responsibilities:

- » Attend Secretary Training
- » Take minutes in SSPs
- » Appoint actions at SSPs
- » Keep SSPs to time
- » Work closely with your Student Rep Coordinator (SRC)
- » Work in partnership with the Chair of your SSP
- » Promote professional conduct at Student Staff Panels
- » Set the date of your SSP, the agenda and check minutes with Chair and support from SRC
- » Invite relevant staff members to SSPs or work with your SRC to invite others
- » Attend Postgraduate Research Representative Forums
- » Ensure a recurring agenda item gives the opportunity to feedback from College Forums.

Role of the Chair

Role Objective:

To chair Student Staff Panel meetings and be the key point of contact in your school, for the Student Voice Team, and your Student Rep Coordinator regarding ideas or issues arising amongst your cohort.

Responsibilities:

- » Attend Chair Training
- » Chair Student Staff Panels
- » Work closely with your Student Rep Coordinator (SRC)
- » Work in partnership with the Secretary of your SSP
- » Promote professional conduct at Student Staff Panels
- » Appoint actions at Student Staff Panels
- » Set the date of your SSP, the agenda, and check minutes with Secretary and support from SRC
- » Invite relevant staff members to SSPs or work with your SRC to invite others
- » Attend Postgraduate Research Representative Forums
- » Report back to SSP and wider cohort after respective Forum.

Student Staff Panels

Student Staff Panels (SSPs) are the key meetings attended by Student Academic Reps and staff within your School. The purpose of these meetings is to talk about ideas and areas for improvement in your PhD and general educational experience. You are expected to attend these meetings with feedback from your cohort. Two reps (Chair and Secretary) will be responsible for chairing the meeting and taking minutes.

What can I expect from a Student Staff Panel?

An agenda and minutes from the previous meeting will be circulated before the SSP. Make sure you are prepared for the agenda items. In subsequent meetings it is important that you look out for action points, you might be asked to do something by the Chair or Secretary for the next SSP.

Who will be there?

Student membership:

- » Elected Chair and Secretary
- » Academic representatives
- » Committee member from relevant academic society (where applicable)

Staff membership:

- » Student Rep Coordinator
- » Director of Postgraduate Research or equivalent
- » A Subject Librarian
- » Education and Students' Manager or equivalent
- » Any nominated staff from the school that is relevant to attend

It is worth noting that if there is a specific issue you would like to address at the meeting, it is important to inform the Chair or Student Rep Coordinator to invite the relevant members of staff. A member of staff from IT and a subject librarian may often attend.

How often are SSPs?

Your SSP will meet at least 3 times per year. As a requirement of your role, you should attend all meetings or send apologies and feedback via the Chair of the SSP if you cannot. Some schools have more than 3 SSPs in the year; maintaining attendance throughout the year is essential in order to follow up on actions.

Got an idea or issue before your SSP?

Some issues can't wait until a Student Staff Panel. If there is a pressing issue it is worthwhile raising it with a member of staff before the meeting. If you need support in doing so, please contact StudentReps@Cardiff.ac.uk.



Online Meetings

Tips for holding online meetings

- » Schedule meetings via Zoom and leave the Outlook calendar selected. For Teams meetings, add everyone you want to attend and call at the agreed time.
- » Log on a bit early so students know they are in the right place
- » Make sure your face is well lit from the front, not the back
- » Turn your camera on and encourage everyone else to turn their camera on.
- » In larger meetings ask participants to mute their microphones. Not only will this cut out background noise, if you see someone unmute their microphone, you'll know they want to speak.
- » Check behind you – is there anything (or anyone!) you don't want people to see?
- » Only use a virtual background if you have a plain wall behind you
- » Try to get someone to help you out by reading and replying to the chat and letting you know if there is anything that needs your attention
- » The secretary can also make a note of who has attended the meeting as this may not be obvious from a recording

Digital feedback methods

Social media

Pros

- * The best social media platform to use is Facebook; it's the most commonly used and it also offers the ability to have private groups, polls and private messaging.

Cons

- * Not every student will use it. For example Facebook is banned in China so Chinese students may not have accounts
- * Some students may prefer to keep their university life and personal life separate and may want to log on to social media in their free time without being reminded of exams and assignments
- * Social media can cause stress and be a distraction from study, so students may want to take a break from it without the worry of missing out on course related messages

University email / Outlook

Pros

- * In theory – everyone will have access to this and be accessing it regularly
- * Microsoft Forms is good platform to use to create surveys
- * It's university-related so people can separate their university and personal lives

Cons

- * Students may not check university email over the holidays, particularly the summer
- * People may be worried that their email is monitored by the university. Inappropriate use of it may result in disciplinary action against students
- * Long email chains can be disorganised – they can go off topic and annoy people

Digital feedback methods

WhatsApp

Pros

- * As long as students have a smart phone they can download and use WhatsApp for free (excluding data costs)
- * It's good to use if you need to get quick answers from your cohort

Cons

- * It's harder to add people than just searching names; an admin will need to collect everyone's phone numbers and add them to the chat, which can be time consuming
- * Students may not want everyone on the cohort to know their phone number
- * No poll option
- * There is the temptation for people to post in the group outside of university hours, meaning reps may feel the need to reply on the weekend. Chats can be muted but these either need to be set every time you want to mute the chat or remember to unmute it

Zoom / Teams Meetings

Pros

- * You could either schedule a course meeting ahead of an SSP, or set aside an hour every week where one of the course reps will be available on Zoom or Teams to listen to feedback from their cohort.
- * Gives all reps the experience of chairing meetings, rather than just SSP Chairs
- * This can lead to more interactive discussion and, if well attended, you can get a consensus of what the cohort feels

Cons

- * This relies on students being available at the set time – although it can of course be scheduled around the course timetables

Mentimeter

Pros

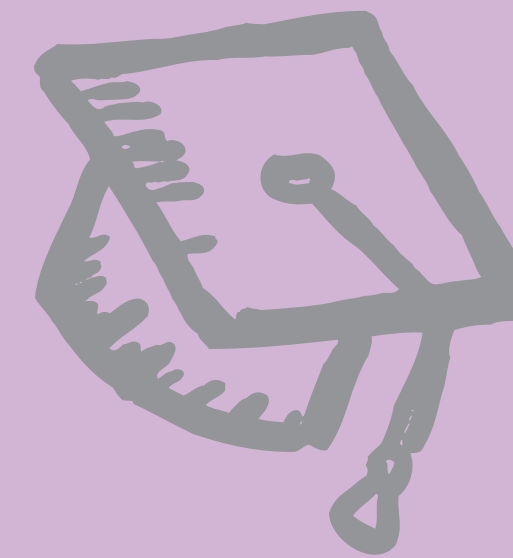
- * A good way to get feedback on a specific issue
- * Interactive and immediate
- * Lots of people get their say at once

Cons

- * It can really only be used in conjunction with an online meeting and won't work as a standalone feedback tool



Here are some experiences from PGR Reps across the University and their Student Staff Panels:



Rhiannon Lunney

PGR Rep, PHYSX, College of Physical Sciences and Engineering

“PGT and PGR reps attend the PG SSP to discuss matters that relate solely to PG students. There is at least one rep from each of the PGT programmes and a PGR rep from each of the broader research themes to ensure all students are represented. The PG SSP is also attended by the Directors of PGR and PGT, the MSc coordinators, Library Services and a number of Professional Services staff, who cover roles such as Education Support Officer, Disabilities Contact and Student Services Administrator. There are usually 5 SSPs over the year, including through summer. Any aspect of life in PHYSX is open for discussion, from office space to training needs, teaching hours to access to resources. You aren't expected to attend all the meetings, but it's really helpful to have feedback passed on, if you can't attend.”



Rachel Beaney

PGR Rep, MLANG, College of Arts, Humanities, and Social Sciences

“Student Staff Panel meetings provide a formal channel for PGR Reps and students to meet with the Directors of PGR and PGR Administrator to discuss issues related to their educational experience. They also provide an opportunity for the School to consult with students and receive feedback on new proposals. As reps, we organise 2 meetings per year in MLANG. We send out calendar invites so that everyone is aware of the meetings. We ask for feedback beforehand and also provide a general feedback discussion point in the meetings. We offer the chance to Skype in for distance-learners. One rep chairs while the other takes minutes. We invite the administrator and Director of PGR to join halfway through for the second hour. This is so we can discuss how to present our thoughts and recommendations to them. The meetings are usually a productive discussion and a chance for us all to come together. We circulate the minutes a few weeks after. Reps and Directors of PGR use these to follow up on actions.”

Your College – Arts, Humanities and Social Sciences (AHSS)

The College for Arts, Humanities and Social Sciences comprises 10 schools:

- » **Cardiff Business School (CARBS)**
- » **School of English, Communications and Philosophy (ENCAP)**
- » **School of Geography and Planning (GEOPL)**
- » **School of History, Archaeology and Religion (SHARE)**
- » **School of Journalism, Media and Culture (JOMEC)**
- » **School of Law and Politics (LAWPL)**
- » **School of Modern Languages (MLANG)**
- » **School of Music (MUSIC)**
- » **School of Social Sciences (SOCSI)**
- » **School of Welsh (WELSH)**

The College of Arts, Humanities and Social Sciences is largest college in Cardiff University with over 13,000 students, with the Business School alone home to over 4800 students. The Schools in AHSS are mainly based in Cathays, with the new JOMEC building in the City Centre.

The College of AHSS is proud of its global reach. It has formal links with 38 countries and is currently home to 3,500 international students from over 100 countries. In total students from over 170 countries have spent time studying in the College of AHSS.

In 2019/2020, there were over 500 reps across the AHSS college. This year there will be four AHSS College Forums for each level of study; UG, PGT and PGR.

The Postgraduate Dean for the College of AHSS is Dr Robert Gossedge who will be in regular attendance at Forum meetings.



Your College – Biomedical and Life Sciences (BLS)

The College of Biomedical and Life Sciences comprises 7 academic schools:

- » School of Biosciences (BIOSI)
- » School of Dentistry (DENTL)
- » School of Healthcare Sciences (HCARE)
- » School of Optometry and Vision Sciences (OPTOM)
- » School of Medicine (MEDIC)
- » School of Pharmacy and Pharmaceutical Sciences (PHRMY)
- » School of Psychology (PSYCH)

The College of Biomedical and Life Sciences is a college that spans across 2 campuses! With the Schools of Healthcare Sciences, Dentistry and Medicine based at the Heath Park campus the student voice is carried throughout Cardiff! From Genetics and Psychology to Occupational Therapy and Optometry, there are Student Reps in each school and at every level working hard to raise feedback on clinical teaching, timetabling, placements and more.

Whilst training will take place online this year, in the academic year 19–20 we ran over 30 training session at the Heath Park campus with Occupation Therapists, Public Health Nurses, Medics and Dentists and more!

In 2019/2020 there were just over 250 reps across the college, from each school at each level of study (UG, PGT and PGR). College forums for BLS are split into Undergraduate, Postgraduate taught and Postgraduate Research.

The Postgraduate Dean for the College of BLS is Dr Emma Kidd who will be in regular attendance at Forum meetings.



Your College – Physical Sciences and Engineering (PSE)

The college of Physical Sciences and Engineering comprises 7 academic schools:

- » School of Architecture (ARCHI)
- » School of Chemistry (CHEMY)
- » School of Computer Science and Informatics (COMSC)
- » School of Earth and Ocean Sciences (EARTH)
- » School of Engineering (ENGIN)
- » School of Mathematics (MATHS)
- » School of Physics and Astronomy (PHYSX)

The School of Architecture, Chemistry, Earth and Ocean Sciences and Mathematics are based centrally on Cathays campus. The Schools of Computer Science and Informatics, Engineering and Physics are based in the Queen's buildings that are situated further out on Cathays campus towards the city centre, with the National Software Academy being based in Newport.

Although PSE is the smallest college in the university, with an average of 6500 students, the college is internationally renowned for research and teaching excellence, innovation and industrial engagement, sustainable solutions and societal impact.

In 2019/2020 there were just over 200 reps across the college, around 30 of which were PGR reps.

The Postgraduate Dean for the PSE College is Dr Julie Gwilliam who will be in regular attendance at Forum meetings.



Postgraduate Research Representative (PGRR) Forum

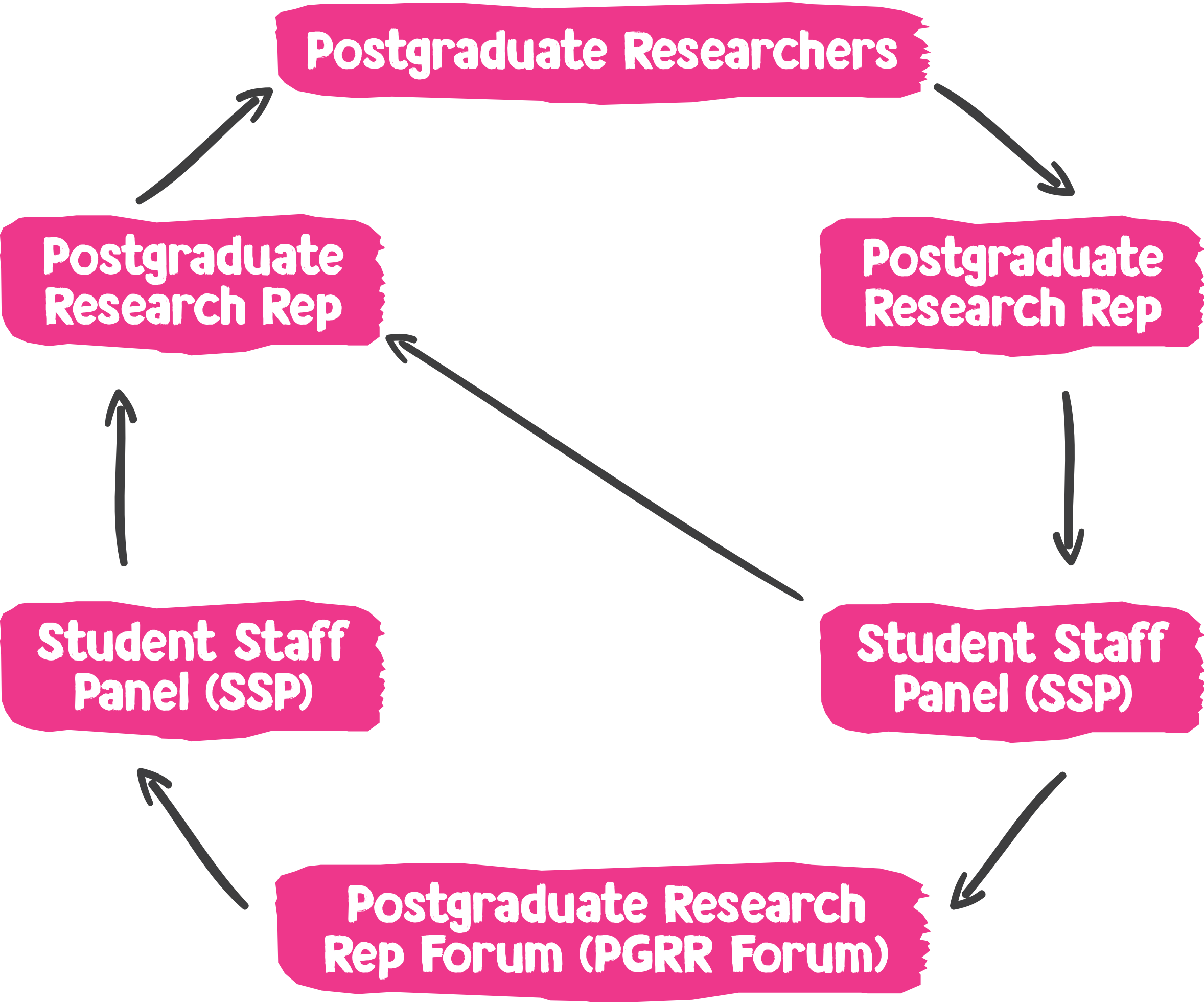
The PGRR Forum is open to all Postgraduate Research Academic Reps across Cardiff University, facilitated by Cardiff University Students' Union and chaired by the Vice President Postgraduate Students. The purpose of these meetings is to discuss any issues at a school, college or University level affecting the postgraduate research community, and you will have the opportunity to put your questions to the Deans of Postgraduate Studies of each College.

Discussions in the past have ranged from the Students' Union, teaching and demonstrating pay for PGRs who teach, SIMs and progress monitoring, PGR office space and more general support for PGRs. It's the opportunity to have input into postgraduate developments in the University and Students' Union.

In light of COVID-19, the PGRR Forums will be separated out by college and held online this year. The Student Voice Team will send out calendar appointments to with all the details for the Forums!

You will be invited via Outlook to the meetings, so keep an eye out in your inbox! If you have any questions relating to the PGRR Forum please email studentreps@cardiff.ac.uk.

Structure & Feedback Loop

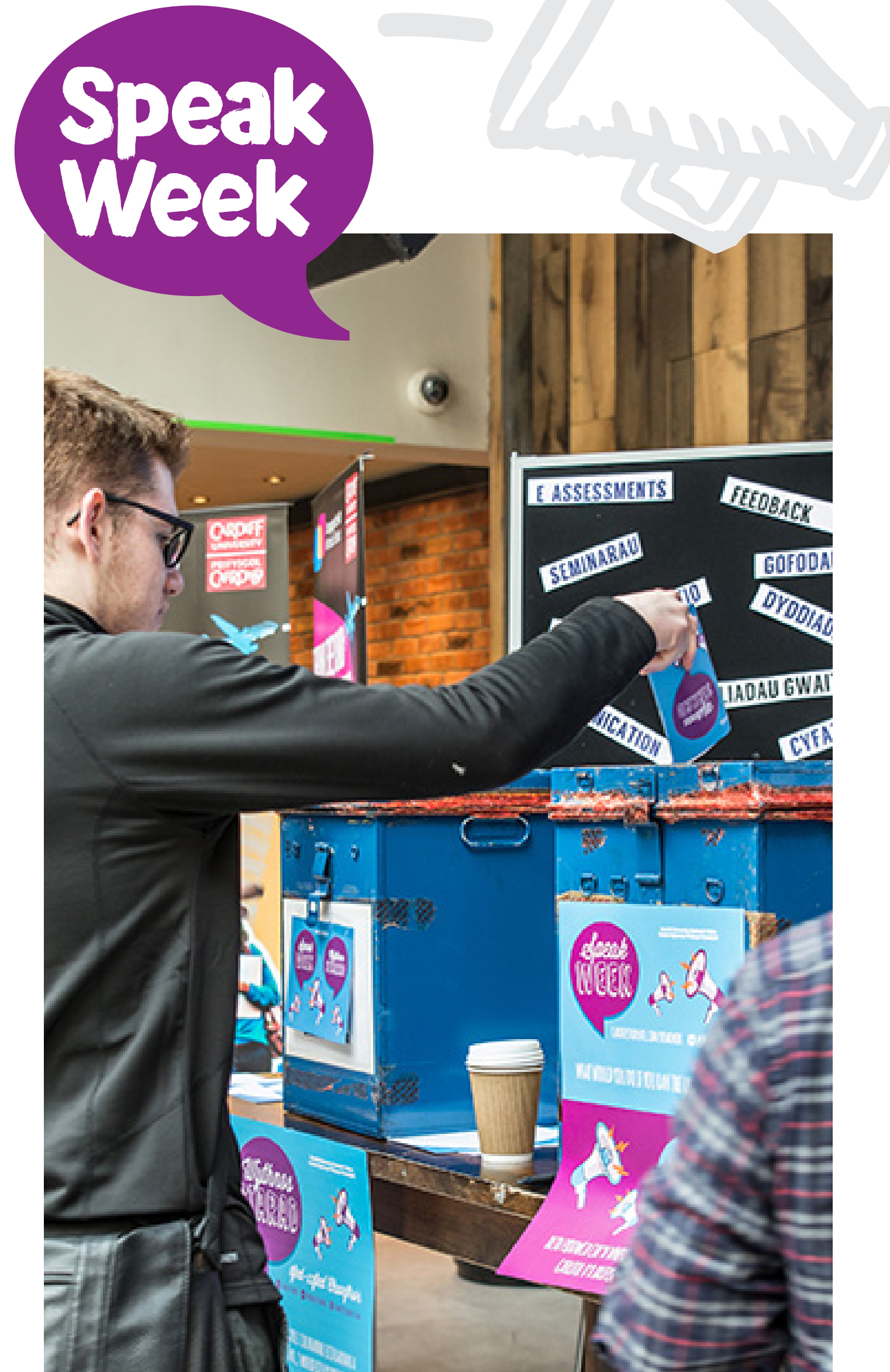


Speak Week

The Students' Union has worked in partnership with the University to make these changes. Speak Week takes place in the first week of February every year, and the purpose of the campaign is to gather feedback on Speak Week cards, from students. Your feedback in this campaign forms the backbone of the Student Written Submission, a report submitted to the University to make recommendations to the University on ways to improve the student experience.

Some of the amazing achievements that have come from the Students' Union's Speak Week campaign include:

- » Eduroam Network refresh going on throughout the university
- » ASSL opened over the Christmas recess period
- » More than 8 events over the Freshers period and 11 Postgrad trips throughout the year!



In 2020, we had another record-breaking year and collected 3,858 cards equating to 7,897 free-text comments. The campaign was a huge success due to the help of our academic reps, school staff and other volunteers!

Speak Week is a great opportunity for you to engage with other students and find out what changes they want to see! You can see the Speak Week report from the last few years on our website.

Did you know?

Student Voice can provide you with all the free-text comments from Speak Week for your school so you can action these as part of your Student Staff Panel! Email StudentReps@Cardiff.ac.uk for more information.

Developmental Opportunities

Being an Academic Rep gives you many opportunities for your development as a rep, and your own personal development. We will advertise relevant developmental opportunities throughout the year through our monthly rep newsletters. These are some of the developmental opportunities available for you:

- » Rep Reward & Recognition Tiering system – become the best rep you can be by working towards bronze, silver, and gold awards.
- » Skills Development Service – as a student leader, you can work towards a Leadership Diploma with the Skills Development Service. Use your voluntary time as a Rep, and take part in some leadership modules and you can get a recognised Leadership Diploma!
- » Becoming a wellbeing champion – If you are interested in becoming a wellbeing champion for the postgraduate community, please contact wellbeingchampion@cardiff.ac.uk where they will give you more information about signing up, training and things you can get involved with in the role.
- » Sabbatical Officer Executive Committees – be part of the Vice President Education, Heath Park or Postgraduate executive committees and work with them to campaign on relevant issues and ideas.

- » Autumn Rep Conference – network with other reps from across the University and develop new skills to support you in your role and personal development.
- » Partnership Projects – working groups set up between the University and Students' Union based on feedback from the student body. Work with a team of University and Students' Union staff to work towards an enhance student experience. Projects in the past have included enhancing student assessment and feedback literacy, improving the postgraduate experience, enhancing the personal tutor system.
- » Pioneer a school project – reps in previous years have led their own team building sessions, socials, and worked on a project based on student feedback in their school. You could pioneer a great idea you have for reps too! contact the Student Voice Team and Sabbatical Officers for help if you need it.

Rep Tiering Structure

Bronze 10 points		Silver 20 points		Gold 30 points	
Attend Rep Training or arrange a catch up with a member of the Student Voice Team	5	Complete Bronze	10	Complete bronze and silver	20
Represent PGRs to your School in SSPs or other meetings	5	AGM	5	Receive an ESLA nomination	5
		Attend a College Level meeting (meet with your PGR Dean 1-2-1 etc)	5	Attend a university level meeting (meeting with the VC, meet with your meet with your College Dean etc)	5
		Complete end of year Rep survey	5	Run a feedback survey for your colleagues to find out more about their experience	5
		Submit an ESLA nomination	5	Attend all PGRR forums in the academic year	5
		Help with Speak Week	5		
		Attend a PGGR Forum	5		

You can further develop all these skills by attending sessions run by the Skills Development Service, on the Second Floor of the Students' Union, Park Place. You have access to a range of internally and externally certified courses and diplomas to choose from including, presentation skills, negotiation, team briefings and more.



Skills Development Service
Gwasanaeth Datblygu Sgiliau
Cardiff University Students' Union
Undeb Myfyrwyr Prifysgol Caerdydd

College Forums

If there are issues that have arisen in SSPs that cannot be solved within the school, these can be brought to the College Forum. For example, issues regarding IT or printers, libraries, and catering.

Each College Forum runs in a slightly different manner to better suit the needs of the College:

Arts, Humanities and Social Sciences	Biomedical and Life Sciences	Physical Sciences and Engineering
Split into UG, PGT and PGR	Split into UG, PGT and PGR	Split into UG and PGT, and PGR

The VP Education, Heath Park or Postgraduate Students chairs the College Forums. All Chairs of SSPs within the College are invited in addition to senior University college staff. If the Chair cannot attend, the Secretary or another student rep should attend in their place. Below is a list of the schools within each college, and the membership of the College Forums.

Membership of the College Forums include:

- » Chairs of Student Staff Panels from each school within the College
- » Vice President Education
- » Vice President Heath Park (BLS College Forum only)
- » Vice President Postgraduate Students
- » Pro Vice Chancellor of Student Experience and Academic Standards
- » College Deans (Undergraduate & Postgraduate)
- » College Education Manger
- » Student Engagement Team
- » Library Representative
- » IT Representative
- » Catering Representative
- » Learning Technologist

The Student Charter

Our Student Charter defines the roles and responsibilities of students, the Students' Union and the University. Our 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.

The Student Charter is not aspirational; you can expect all of the services outlined in the Student Charter. Don't forget, there are expectations of 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 Wins

‘Following feedback from the students in our school, we requested a reading week during the Autumn semester and are pleased to announce that this will go into effect during the 2019/20 academic year.’

– Law Student-Staff Panel Representatives

Signposting

As an Academic Rep it is important to be aware of the different services across the University and Students' Union so you can signpost students to the appropriate contacts should they approach you with an issue that falls outside of collecting and reporting feedback.

In your role as an academic rep, you are not expected to deal with:

- » Disputes between students and academic staff (harassment, discrimination)
- » Formal procedures, e.g. exam failures, academic appeals, fitness to practice, extenuating circumstances
- » Financial, funding, money queries
- » Welfare problems, health and personal issues e.g. housing, employment and immigration.

If a student approaches you with a problem, and you are unsure where they should be signposted, please contact studentreps@cardiff.ac.uk.

Below are some of the key services and people to be aware of:

Students' Union Services

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; visit the Third Floor of the Students' Union to speak to a Student Advice Advisor, book an appointment, e-mail or phone the team. If you are approached by students with any of these issues, please direct them to Student Advice:

- » Academic Issues – appeals, advice on student conduct, changes to your course/terms and

conditions, extenuating circumstances, revising through Ramadan, Revision Aid, Unfair Practice

- » Health and Wellbeing – mental health, sexual health
- » Housing – checking housing contracts, disputes with landlords, housing lists etc.

Need Advice?

☎ 02920 781 410

✉ Advice@Cardiff.ac.uk

» www.cardiffstudents.com/advice/

Skills Development Service

If you or a fellow student is interested in improving or developing any skills during your time at university, a great place to direct them to is the Skills Development Service (SDS) which on the second floor of the students' union. They provide a range of training courses and sessions designed to build confidence, improve transferable skills and increase employability to learners interested in developing for their future after graduation with the added bonus of gaining certification. Most of the courses are free and are a great way of meeting new people, networking in a fun and informal environment.

☎ 029 2078 1489

✉ SDS@Cardiff.ac.uk

» www.cardiffstudents.com/SDS

Jobshop

The Jobshop is a free student employment service which aims to find casual employment for registered Cardiff University students. Opportunities are available within the University, the Students' Union and with local employers. They are based on the 2nd floor of the Students' Union building.

☎ 02920 781536

✉ Jobshop@cardiff.ac.uk

» www.cardiffstudents.com/jobshop

Cardiff University Services

Student Support & Wellbeing

The Student Support Centres have a range of services dedicated to helping students; appointments and drop-in times for all services can be accessed by contacting Student Support. You can access all the services using the contact details below or use the specific contact details for each service.

☎ 029 2087 4844

✉ studentsupport@cardiff.ac.uk

Advice and Money

Guidance on academic issues, funding advice, money skills & emergency funds and Bursaries & Scholarships.

✉ Adviceandmoney@cardiff.ac.uk

Careers and Employability

Careers advice, guidance & information, work experience opportunities, employability skills development, access to student & graduate recruitment opportunities & events and Enterprise & Business start-up support. Appointments can be made over the phone or by booking online through Careers Account.

✉ Careers@cardiff.ac.uk

Counselling, Health and Wellbeing

Practical advice & support for good health & wellbeing and offers face to face & online appointments, drop-in service, workshops, self-help resources and an occupational health service.

✉ wellbeingandcounselling@cardiff.ac.uk

Disability and Dyslexia Service

Advice & guidance to disabled students, specialist support services and facilitates accessibility and adjustments including examination.

✉ Disability@cardiff.ac.uk

International Student Support

Practical support for international students and offers immigration advice & assistance with visa extensions, guidance on employment regulations, financial advice and information on daily life in the UK.

✉ ISS@cardiff.ac.uk

Key Dates

Autumn Semester

INDUCTION TALKS:

Monday 28th September – Friday 9th October. Postgrad talks to continue until two weeks after start date.

REP ELECTIONS:

Nomination period – Monday 28th September – Friday 9th October

Voting period – Monday 12th October – Friday 16th October. An additional week can be added by the school, if required.

Dates will vary for late-starting PGT courses.

REP TRAINING:

Monday 5th October – Friday 13th November. Training for reps from PGT courses with late start dates can continue until Friday 18th December.

CHAIR & SECRETARY TRAINING:

Monday 12th October – Friday 13th November. Additional dates can be provided for Chairs and Secretaries from late-starting PGR courses.

PHYSICAL SCIENCES AND ENGINEERING PGR FORUM 1:

Monday 26th October

ARTS, HUMANITIES, AND SOCIAL SCIENCES PGR FORUM 1:

Tuesday 27th October

REP CONFERENCE:

Saturday 7th November 2020

STUDENTS' UNION AUTUMN ELECTIONS:

Monday 2nd – Thursday 5th November. Some Senate seats will be held over until Monday 23rd to Thursday 26th November.

BIOMEDICAL AND LIFE SCIENCES PGR FORUM 1:

Thursday 26th November

PHYSICAL SCIENCES AND ENGINEERING PGR FORUM 2:

Monday 30th November

SSP MINUTES DEADLINE:

Friday 4th December 2020

Spring Semester

ARTS, HUMANITIES & SOCIAL SCIENCES PGR FORUM 2:

Tuesday 21st January 2021

BIOMEDICAL AND LIFE SCIENCES PGR FORUM 2:

Tuesday 21st January 2021

PHYSICAL SCIENCES AND ENGINEERING PGR FORUM 3:

Wednesday 27th January 2021

SPEAK WEEK:

Monday 1st – Friday 5th February 2021

ARTS, HUMANITIES AND SOCIAL SCIENCES FORUM 3:

Tuesday 2nd March 2021

STUDENTS' UNION SPRING ELECTIONS:

Monday 1st – Friday 5th March 2021

PHYSICAL SCIENCES & ENGINEERING PGR FORUM 4:

Wednesday 10th March 2021

BIOMEDICAL & LIFESCIENCES PGR FORUM 3:

Thursday 18th March 2021

SSP MINUTES DEADLINE (SPRING SEMESTER):

Friday 26th March 2021

PHYSICAL SCIENCES & ENGINEERING PGR FORUM 5:

Tuesday 20th April 2021

ARTS, HUMANITIES & SOCIAL SCIENCES PGR FORUM 4:

Wednesday 28th April 2021

BIOMEDICAL AND LIFE SCIENCES PGR FORUM 4:

Thursday 27th May 2021

Jargon Buster!

Campaign Officers

A group of 10 students who are elected each year to represent liberated groups. These are voluntary, part-time positions taken on alongside the Officers' studies. The positions include: Black & Ethnic Minorities Officer, Welsh Language Officer, Mental Health Officer, Ethical & Environmental Officer, Students with Disabilities' Officer, LGBT+ Officer (Open place), LGBT+ Officer (Trans place), Women's Officer, International Students' Officer and Mature Students' Officer

Cardiff University Students' Union (CUSU)

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.

College Forums

Meetings organised by the students' union that are attended by SSP Chairs, University and Union representatives to talk about college wide concerns that cannot be resolved at a school level or need to be brought to attention of the college.

Partnership projects

These are projects based on feedback from the student written submission that are undertaken for a year in partnership between the university and students' union. 2019-20 academic year projects were: catering, travel and transport and the PGR pastoral support.

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

Postgraduate Research Rep (PGR)

A volunteer Postgraduate Researcher who represents the views, questions and comments of their cohort

Postgraduate Research Representative Forums (PGRR)

Meetings chaired by the Vice President Postgraduate Students, open to all PGR Student Representatives across the University, where School, College or University level issues can be discussed

Sabbatical 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 and Vice Presidents for Education, Welfare, Postgraduate Students, Heath Park Campus, Societies and Sports.

Student Academic Rep (SAR)

A volunteer student who represents the views, questions and comments of their cohort

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 Rep Coordinator

Is a member of staff from your school who facilitates the recruitment and induction of student reps, provides administrative support to meetings and works closely with the students' union to ensure effective representation and opportunities for students.

Student Support

University run service based in 50 Park Place and the Students' Union offers hardship funds, general advice, international support and counselling services

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

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.



**WE WANT TO
HEAR YOUR
AMAZING IDEAS
ON WHAT THE
STUDENTS' UNION
SHOULD BE DOING!**

Contact Your Sabbatical Officers!



Jane

VP Postgraduate Students

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f [PGradOfficerCSU](#)
🐦 [@PostgradCSU](#)



Hannah

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