

# Student Representative Guide

September 2025

<b>Scope</b>	All UK Business College Staff, Students, and elected Student Representatives
<b>OFS Condition</b>	B5
<b>Strategic Plan</b>	Pillar 2
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Approved by the Board of Governors

## Contents

1.0: Regulatory Context .....	2
2.0: Purpose and Scope.....	3
3.0: Roles and Responsibilities.....	3
4.0: Feedback to Students.....	5
5.0: Commitment to the Feedback Process.....	5
6.0: Evidence and Supporting Data.....	6
7.0: Record Keeping and Reporting.....	6

### 1.0 Regulatory and Sector Context

1.1 UK Business College is committed to the active engagement of students as partners in the enhancement of learning and teaching, in accordance with the expectations set out by the Quality Assurance Agency for Higher Education (QAA) and the Office for Students (OfS).

1.2 According to the QAA's UK Quality Code for Higher Education (2024), Principle 2 — *Engaging students as partners* — emphasises that:

“Providers actively engage students, individually and collectively, as partners in the assurance and enhancement of their educational experience.”  
(QAA, 2024, *Advice and Guidance: Student Engagement*).

1.3 The Code further recognises that effective student engagement “enables students to influence and shape their learning environment” and ensures that “the student voice informs institutional decision-making, quality assurance and enhancement.” This approach reflects a culture of partnership, where staff and students share responsibility for maintaining and improving academic quality and standards.

1.4 The Office for Students (OfS) identifies student engagement as a fundamental principle of higher education regulation. In its publication *Building a Culture of Student Engagement: Our Priorities for 2020–25*, the OfS states:

“Students must be active participants in shaping their educational experience. Their voices should influence institutional strategy, policy development, and quality assurance processes at all levels.”

1.5 The OfS highlights that effective engagement “fosters trust, transparency and accountability” within institutions, ensuring that higher education providers respond meaningfully to student perspectives and lived experiences.

1.6 In line with these national expectations, the College seeks to cultivate a robust system of student representation through which students can contribute actively to institutional governance, quality assurance and enhancement, and the continual improvement of the academic and support environment.

## 2.0 Purpose and Scope

2.1 The institution recognises that Student Representatives serve a critical role by acting as the formal conduit between the student body and the academic and support staff responsible for the delivery and management of programmes. Through this role, Student Representatives have the opportunity to contribute constructively to the continuous enhancement of the student learning environment and overall experience.

2.2 Student Representatives will engage in a formal development programme upon assuming their role, which will provide essential guidance relating to their term of office. It is designed to support the effective discharge of their duties by addressing common challenges faced in the role and outlining opportunities for meaningful impact.

2.3 This document sets out: the definition of the Student Representative role; the duties and responsibilities entailed; the relationships with staff and students; and the support mechanisms available to Student Representatives to fulfil their remit.

## 3.0 Roles and Responsibilities

3.1 A Student Representative is a member of the student cohort who has been elected by their peers on a given programme and is formally tasked with representing the collective student voice to the institution’s management, academic staff and professional services.

3.2 By accepting the role of Student Representative, you commit to liaising proactively with both staff and students. You will facilitate two-way communication: (i) bringing forward student views, opinions and experiences; and (ii) disseminating information from staff to the student body. You will also engage with other Student Representatives to identify common issues, share good practice, and contribute to institutional-wide enhancement.

3.3 Upon election, you will become the recognised student voice for your programme cohort and play a key part in the continuous enhancement of teaching, learning, assessment, and support services. You will seek to ensure that students’ educational experience is optimised while studying with the institution.

3.4 While the role of Student Representative may at times be demanding, it is also rewarding. It provides you with opportunities to develop professional skills, broaden your experience, strengthen your CV and enhance future career prospects. The role

demonstrates your capacity for leadership, communication and partnership working — attributes valued by employers.

3.5 We encourage you to approach the Student Representative role positively and constructively. The function is not simply to present student grievances but to work collaboratively with staff and students to enhance the learning experience for current and future students.

3.6 The success of the Student Representative system is grounded in the reciprocal efforts of Student Representatives and staff. You will act as a vital interface between students and staff, facilitating effective communication, upholding professional standards and promoting a culture of mutual respect.

3.7 Your effectiveness in the role will depend significantly upon a number of personal attributes: establishing positive relationships with staff and students; conducting yourself with professionalism, integrity and courtesy; and committing to the shared aim of educational enhancement.

3.8 It is essential to remember that staff, students and Student Representatives are united in a shared purpose: to improve the educational experience for all. You should act accordingly, seeking to identify common ground and collaborative approaches rather than adversarial ones.

3.9 In acting as a representative of the institution, you must at all times uphold the standards of conduct expected by the College, including:

- meeting the attendance and academic performance expectations of your programme;
- conducting yourself in accordance with the institution's rules and regulations;
- engaging responsibly with your duties as Student Representative.

3.10 Your role can make a tangible difference to the student experience. To support you in this task, you should engage fully with the Student Representative Development Programme and associated training events. This training underpins the institution's commitment to quality assurance and enhancement and helps ensure you are both capable and prepared to fulfil your role effectively.

3.11 Additionally, your participation in the wider Student Representative network is encouraged. You will be provided with details of relevant meeting dates and development sessions following your confirmation in the role.

3.12 As someone selected by fellow students, you carry authority and influence — but only insofar as you faithfully represent the collective views of students rather than just your personal opinion. You are expected to present your views respectfully, objectively and on behalf of the cohort you represent.

3.13 Key responsibilities of the Student Representative include:

- Ensuring that your cohort is aware of your election and your role as their representative.
- Encouraging students to raise issues — both positive and negative — and making yourself accessible for this purpose.
- Actively soliciting student views on academic, managerial or support-related issues.
- Presenting student feedback to members of staff in an effective and timely manner.
- Attending formal committee meetings and development days as required.
- Communicating the outcomes of meetings and staff-engagement back to the student cohort.
- Escalating issues to the Course Coordinator, Programme Manager, Associate Dean, and/or Principal as required.
- Ensuring that your representation is of the entire student cohort, not solely your own personal views.

## 4.0 Feedback to Students

4.1 It is essential that you provide timely and transparent feedback to your cohort regarding the outcomes of meetings and discussions. This not only keeps students informed but also demonstrates the effectiveness and credibility of the Student Representative system.

4.2 Your role concludes not when a meeting ends, but when you ensure that students remain apprised of decisions and planned actions. A recommended mechanism is to liaise with a lecturer to make a brief announcement at the beginning or end of a lecture/tutorial summarising meeting outcomes and next steps.

4.3 It is particularly important to give students feedback on actions raised at institutional-level meetings so that students are aware of the wider institutional implications and impact of their feedback.

## 5.0 Commitment to the Feedback Process

5.1 The institution seeks to promote a positive culture of student engagement, recognising that students' views are meaningful and contribute to the enhancement of teaching, learning and support. As a Student Representative you should celebrate successes and promote examples of where student feedback has led to improvement, reinforcing the value of the system.

5.2 Outside of formal committee meetings, when issues require more urgent attention you are encouraged to approach the Course Coordinator for an earlier resolution. Informal negotiation and liaison can often yield effective outcomes and should be utilised proactively.

5.3 You are encouraged to engage informally with appropriate staff members, always ensuring that you are representing the student cohort rather than solely expressing your own views. When you anticipate a matter is sensitive, you may wish to prepare a supporting written statement to accompany your representation.

5.4 Before claiming to represent the views of your cohort, you must have undertaken appropriate consultation — for example via email or announcement inviting peers to raise issues ahead of each meeting.

5.5 Student Representatives are required to attend and engage in the prescribed committee meetings, which will be identified and confirmed upon recruitment to the role.

## 6.0 Evidence and Supporting Data

6.1 To support your representation, you are encouraged to provide relevant evidence reflecting the views and experiences of your student cohort. This strengthens the credibility of your representation and facilitates meaningful discussion with staff.

6.2 Evidence may include:

- Testimonials or quotes from students you have consulted, demonstrating that you have engaged your cohort.
- Institutional data (surveys, module feedback, retention/achievement statistics) which helps contextualise issues and demonstrate historical trends.
- Minutes and reports from previous committee meetings (accessible via the Course Coordinator to understand past issues and responses).

## 7.0 Record-keeping and Reporting

7.1 Student Representatives should maintain records of student issues raised, actions taken, meetings attended and feedback provided to their cohort. These records support transparency and accountability.

7.2 At the end of each semester, Student Representatives will be asked to submit a report summarising key activities, issues addressed, outcomes achieved and reflections on the year. Furthermore, Student Representatives will also complete an annual report. These documents will inform institutional review and planning processes.

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