



Academic Course Rep Handbook

[Draw your reader in with an engaging abstract. It is typically a short summary of the document. When you're ready to add your content, just click here and start typing.]

2025-
2026

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I. WELCOME

Congratulations on becoming an **Academic Course Representative (Course Rep)**. You have taken on a vital leadership role within the University community. Course Reps ensure that the voices of students are heard, valued, and acted upon at every level of Brunel. By gathering feedback, representing your peers, and working in partnership with staff, you directly contribute to improving teaching, learning resources, and the wider student experience.

Being a Course Rep can be immensely rewarding. Much of the experience you obtain through being a Rep can be linked to personal development and employability. The graduate market is very competitive and prospective employers are looking for people who stand out and can demonstrate, with real examples, skills listed in CVs. As a Course Rep you get to put skills into action, such as communication, leadership, teamwork, problem solving, time management etc. These are all qualities employers value. Many past Reps have gone on to use their experience as evidence in applications for jobs, internships, and postgraduate study. Above all, being a Course Rep is about making a positive difference. By stepping up, you are ensuring your fellow students' voices are not just heard but acted upon.

2. INTRODUCTION

Course Reps are the bridge between students and staff. Your role goes beyond reporting problems — you are also expected to suggest constructive solutions and work collaboratively with the University and Union to bring about positive change. You may also be involved in campaigns and initiatives that impact students on your course, such as improving teaching resources, addressing learning space issues, or enhancing student wellbeing within the academic context.

The responsibilities of course Reps are:

- To collect feedback from your cohort and to represent that to relevant academic and professional support staff.

- To ensure appropriate action is taken to address the concerns of students in your cohort (NB. this may be your cohort as a whole or a group within it e.g., dyslexic students). Here you may be required to problem solve and negotiate to bring about solutions that both your cohort and the associated academic and professional support staff find mutually agreeable.
- To communicate to your cohort what your department are doing to address student concerns.
- To collaborate with staff and other Reps to help overcome cross-course issues.

It is important to stress the role of a Course Rep is not to provide welfare support for students: when students bring welfare cases to you, please signpost them to the [Student Support services](#) or the Student Union's [Advice Service](#) who are trained to deal with such issues.

This booklet aims to ensure that you have all the information you could possibly need to be able to fulfil your role as a Course Rep.

3. SENIOR ACADEMIC REPS

The main purpose of the role of a Senior Course Representative is to serve as a bridge between the student body and faculty, ensuring that student voices are effectively heard and acted upon. Senior Course Reps gather, analyse, and present student feedback to advocate for improvements in the educational experience. They work collaboratively with faculty and administration to address student needs, foster a positive and inclusive learning environment, and promote transparency and accountability within their course. By engaging and representing their peers, Senior Course Reps play a key role in enhancing communication, supporting student welfare, and building a stronger academic community.

3.1 RESPONSIBILITIES

The key responsibilities of a Senior Academic Rep are:

- Create opportunities for Course Reps to meet, collaborate, and share ideas throughout the year.
- Proactively support Course Reps to be effective and engaged in their roles.
- Support the Education President in strengthening and further developing the Academic Representation system.

- Participate in the Student Voice Action Log Committee, Student Experience Subcommittee, Boards of Study, and other relevant meetings as required.
- Serve as members of the Student Assembly, one of the Union of Brunel Students' democratic decision-making bodies.
- Communicate regularly with students and other representatives about their work, highlighting positive changes made as a result of student feedback.
- Review and analyse feedback, in collaboration with the Union, to identify trends across programmes.
- Meet weekly with Course Reps within their College to discuss issues, progress, and outcomes.
- Liaise regularly with Course Reps, other Senior Reps, and the Education President to ensure effective information flow and updates on student concerns.
- Promote Union campaigns, democratic opportunities, and events (such as awareness campaigns and student engagement activities) to students and

3.2 MEETINGS

Senior Academic Reps are expected to attend the Student Voice Action Log Committee and the Student Experience Subcommittee. They should also meet regularly with Course Reps in their College, alongside the Education President, to discuss key academic issues. As members of Student Assembly, Senior Reps are required to attend Assembly meetings and report back on academic experiences from their College.

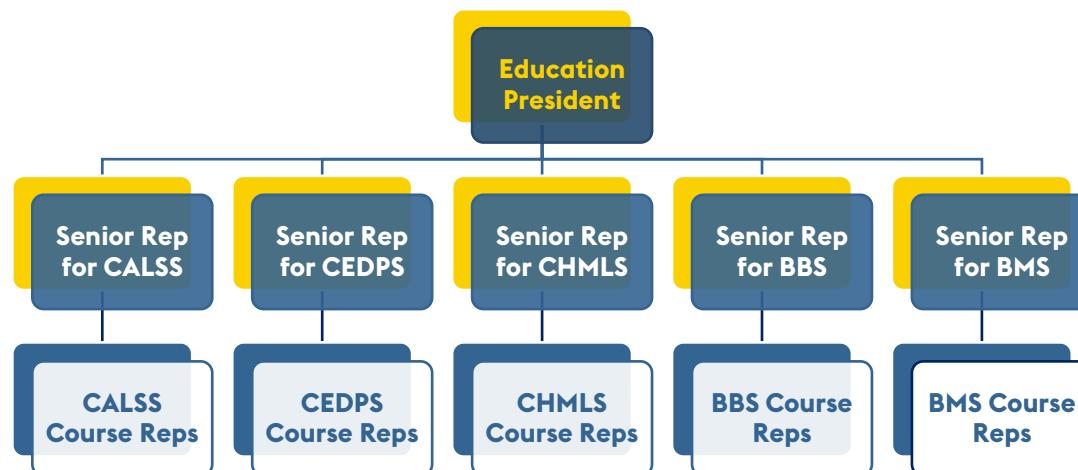
4. STUDENT UNION SUPPORT

4.1 STAFFING SUPPORT

4.1.1 EDUCATION PRESIDENT

The Education President's primary objective is to work collaboratively with the Senior Academic Reps and Academic Course Reps to advocate for student's academic student experience. They co-chair the Student Experience Subcommittee and oversee the academic representation system, ensuring that Brunel students' academic interests are at the forefront of University's decision making. Creating positive links with essential departments such as Student Professional Development (SPD), and the Graduate School, the Education President work will focus on providing opportunities for students to develop key skills through participation and improve student's employability. Integral to the Education' President's work stream is curriculum development and tacking the awarding and completion gap present within different demographics.

The 2025- 2026 Education President is Abhishek Ghawate Abhishek.Ghawate@brunel.ac.uk



4.1.2 STUDENT VOICE TEAM

The Student Voice Team consists of the Student Voice Manager, Student Voice Coordinator and Student Voice Administrator; they are supported by the Student Support Administrator. The Student Voice team manage the onboarding of Academic Reps, the recruitment of Senior Reps, deliver the Union rep induction training and oversee the rep rewards and recognition scheme. If you have general enquiries regarding please email StudentVoice@brunel.ac.uk, if you need support regarding a course wide academic issue, please contact Maria.Bamgbele@brunel.ac.uk

4.2 INDUCTION, PEER SUPPORT & TRAINING

4.2.1 UNION INDUCTION TRAINING

In addition, the University training Academic Course Reps must attend a Union Induction Training. Induction ensures that students are fully briefed on their responsibilities and provides support on how to thrive within their roles (e.g. how to use feedback platform, navigating Rep hub and tips for contributing in meetings). Additionally, the training also included an introduction in EDI and explanation regarding expectations and boundaries. Completion of this training is a compulsory requirement. Reps who fail to undertake training will lose access to the benefits (e.g. access to LinkedIn learning and hoodie), not have their contribution formally recognised through the Higher Education Achievement Report (HEAR) and may be withdrawn from the role.

Training Available:

- **Basic Induction Training** – designed for new Course Reps.
- **Returner / Refreshers Training** – designed for students who have previously served as a Course Rep.
- **Senior Rep Training** – designed for students who have been selected as a Senior Academic Rep

4.2.2 SKILLS AND KNOWLEDGE TRAINING

The Union organises a variety of optional skills and knowledge-based training sessions throughout the year. These sessions seek to help you be both more effective in your role and to develop you professionally. This year we look to include skills trainings such as negotiation skills, confidence skills, assertiveness skills, etc.

4.2.3 STUDENT REP CONGRESS

Student Rep Congress meetings are an opportunity for you to collaborate with your fellow Reps, and to share your thoughts and feedback with the Union's Education President and Senior Rep to help them effectively represent the voice of students at College and University level meetings. They will take place at least once per term.

4.2.4 ACADEMIC SOCIALS

Academic socials and social events for Academic Course Reps, will be organised and hosted by the Senior Academic Course Rep and the Education President. This will operate as opportunity for students to make friends in their course, fostering a strong sense of comradery and community, whilst also providing an opportunity for students to get a broader sense of their course content (e.g. discussing new journals).

4.3 DIGITAL RESOURCES

4.3.1 THE REP HUB

The Rep hub is an online resource available to all elected Student Reps via Brightspace. Its key features are:

- It enables you to collaborate with other reps and students
- Provides you with a variety of resources to help you to be better able to do your job.
- Discussion Boards
- Access to multiple skills trainings (professional and for your role)
- You will have access to this from the 30th of October

Click on this link to access the Rep hub on Brightspace: [Homepage - Student Reps Hub \(brunel.ac.uk\)](http://Homepage - Student Reps Hub (brunel.ac.uk))

4.3.2 MICROSOFT TEAMS

Microsoft TeamSpace is the platform we use to communicate with course reps and academics involved in the academic representation system (e.g. course and programme leads and members of the student experience teams.) There are dedicated channels for each of the colleges, a channel for course reps and a channel for Course Leads and Programme Coordinator. The Union will post updates from the university and Union (e.g. campaigns or strike action) as well as the month Senior Rep and Course Rep of the Month. Reps are encouraged to use the channel to collaborate and discuss ideas and concerns with their reps. The link to channel is [here](#).

5. UNIVERSITY SUPPORT

University training will be delivered by a member of the University Student Experience Team. The training will provide an overview of the academic meetings, outline the type of feedback expected (e.g. content, format and quality), the frequency of feedback and your role in promoting the teaching surveys and National Student Survey (NSS).

5.1.1 SUPPORT FOR MEETINGS

Wherever possible, Course Reps and Senior Reps will be informed of meetings dates at the beginning of the academic year. You should be sent an agenda outlining the structure of the meeting and a Microsoft Outlook calendar invitation. Please respond according to calendar invite. If you are no longer able to attend a meeting after accepting, please send your apologies to the chair.

6. COLLECTING, MONITORING & PRESENTING FEEDBACK

Academic Course Reps are encouraged to meet with their peers to collect feedback once a month. Academic Course Reps can collect feedback through multiple platforms (e.g. Teams and WhatsApp group chats) , in person (e.g. pre/post lectures and Seminars) or via the Student Union's Talk to Your Rep feature.

6.1 TALK TO YOUR REP

Talk to Your Rep is an online tool that enables students to find their course rep and communicate directly with their academic course rep or college senior rep. Students can log positive or constructive feedback and speak directly to their level's academic course rep. Students must be logged in to be able to use the feature. Academic Course Reps must respond to the student within 10 working days of receiving the message. It is best practice to upload your photo on to your rep profile.

6.2 REP ACTION LOG

Action Rep Log is the platform that Academic Course Rep, use to log their rep activity. Activity such as attending meetings, spoke to course lead about timetabling or held a social for course mates should be logged. The activity logged will be used to determine the winners of Rep of the Month, Senior Rep of the Month and the College based 'Rep of the Year' awards. The Rep Action log can be found [here](#).

6.3 ACADEMIC MEETINGS

As a Course Rep, you will be encouraged to represent the views of your cohort at various academic meetings: Student Experience Committee (SEC) meetings (two times a year) and Board of Studies (BOS) meetings (once per term). You are also encouraged to attend Open Forums which are open to all students studying a particular course. These meetings are useful for discussing how to improve the educational experience. Sometimes the University may want the opinion of students on something they are doing or planning to do and will use these meetings to get opinions and ideas. The change in this academic year will be that these meetings will now be opened up to not just course reps, but all the students that are in that department to try and increase engagement and attendance at these meetings.

6.3.1 BOARD OF STUDIES

Academic Course Reps and Senior Academic Reps required to represent your cohort at Board of Studies Meetings. Each Course/ group of Courses have a Board of Studies (BOS), reporting to the Department Management Board, and onwards to College Education Committee. The purpose of a

Board of Studies meeting is to provide a forum for student and staff representatives to discuss teaching, learning and support issues in an open manner within the framework of a formal structure. Contrary to the Student Experience Committee which looks at everything that affects the overall academic experience, the focus of this meeting is course content. Although Board of Studies meetings can vary depending on the college, it will always have a meeting agenda to ensure that the meeting retains a structure and runs to time. If any papers are circulated with the agenda, you should read these before the meeting.

6.3.2 DEPARTMENT MANAGEMENT BOARD

The Department Management Board (DMB) provides the focus for the development and monitoring of the Department's learning and teaching, quality assurance and enhancement, and research strategy. It evaluates these areas against relevant key performance indicators. A DMB receives and considers reports from Student Experience Committees, Boards of Studies, all Research Committees, and External Advisory Board(s) (where appropriate). Student Experience Committee Co-chairs should attend the corresponding DMB meetings for their department

6.3.3 OPEN FORUMS

One Open Forum takes place for each course at the start of each academic year (before the end of week 4). Some courses may schedule additional Open Forum meetings later in the academic year. All students on a course (or on highly related courses) are invited to come along to discuss their thoughts and feelings about their course with their department.

6.3.4 STUDENT VOICE LOG COMMITTEE

The Student Voice Log is a central register that records all student feedback, ensuring that every concern, idea, or suggestion is tracked, assigned to an action owner, and given a clear status and outcome. Its purpose is to provide both transparency for students—so they can see how their voices contribute to change—and accountability for staff and the Union, who are responsible for acting on that feedback. The Student Voice Log Committee, attended by Senior Academic Reps alongside staff, monitors this process by reviewing entries, checking progress, and holding action owners

accountable. In doing so, the committee ensures that student voice is not only heard but leads to visible, meaningful improvements across the University experience.

6.3.5 STUDENT EXPERIENCE SUBCOMMITTEE

Student Experience Sub Committees is a subcommittee of the Student Voice Log Committee. It is only attended by Senior Academic Reps. Student Experience Sub-Committee meetings are your opportunity to reflect and give feedback on the overall academic experience of the cohort you represent so that academic and professional staff involved with the delivery of the course can work in partnership with you to make things better. Topics covered at an SEC meeting could include the provision of library books, the size of teaching spaces, the timetabling of lectures, the running of personal tutoring sessions, etc. Members of the subcommittee will work on select projects.

6.3.6 HOW FORMAL ARE THESE MEETINGS?

Although Student Experience Committee meetings can be run in a variety of ways, they all have a set agenda so that the meeting retains a structure and runs to time. A Student Experience Committee meeting, like any other meeting, is not a free for all and therefore you should go prepared knowing what issues you are going to raise and what else is on the agenda to be discussed. If any papers are circulated with the agenda, then you should read these before the meeting.

7. REP REWARD AND RECOGNITION

7.1 REP OF THE MONTH

Each month, a panel consisting of the Student Voice Team and Education president, review the Rep Action Log and Union Citizenship Award log, to create a shortlist for the Academic Rep of the Month and Senior Rep. As academics, you are encouraged to nominate your course reps and Senior Reps, for Course Rep and or/Senior Rep of the month, any course rep nominated by an academic will automatically be added to the shortlist. The

recipient of the Senior Rep of the Month and Course Rep of Month will receive £25 and will be entered in the Outstanding Rep of the Year Award and Senior Academic Rep of the Year Award at the Student Voice Awards.

7.2 STUDENT VOICE AWARDS REP AWARDS

For the 2025/26 academic the Union of Brunel Students are holding the Student Voice Awards. The objective is to reward students who channel and champion student voice (including academic course reps and Senior Academic Reps). There are awards for the College Rep of the Year, Outstanding Rep of the Year and Senior Academic Rep of the Year. The winners for this award, are decided by panel consisting of the Union Student Voice Team and University Student Experience team. Only course rep/Senior Reps who have been recipients of the Rep of the Month / Senior Rep of the Month are eligible for the Outstanding Rep of the Year and Senior Academic Rep of the Year.

⇒ CEDPS Course Rep of the Month

⇒ CHMLS Course Rep of the Year

⇒ CEDPS Course Rep of the Year

⇒ CHMLS Course Rep of the Year

⇒ Outstanding Rep of the Year

⇒ Senior Academic Rep of the Year

7.3 UNIVERSITY RECOGNITION SCHEMES

At the end of the academic year, Academic Course Reps and Senior Academics, who have attended the Union's mandatory induction, returner rep training or Senior Rep training will be recognised on their Higher Education Attainment Report (HEAR). This will be published on your transcript when the students graduate. Academic Course Reps and Senior Academic Reps can gain additional recognition with the Union and University's available recognition schemes.

- Brunel+
- Brunel Volunteers
- Student Union Volunteering Award

7.4 UNION CITIZENSHIP AWARD

The Union Citizenship Award (UCA) is the Union of Brunel Students' new reward and recognition programme, created to reward students who demonstrate outstanding engagement, leadership, and contribution to the wider student experience at Brunel. Students are rewarded for volunteering to take up roles of responsibilities (E.g. Course reps and Senior Reps), awards for excellent behaviour and by volunteering their time.

Course Reps and Senior Reps, earn additional points for attending meetings - 1 hour equals 10 points.

- ⇒ Academic Course Rep = 100 points
- ⇒ Senior Academic Rep = 150 points
- ⇒ Academic Course Rep of the Month = 50 point
- ⇒ College Course Rep of the Month = 70 points
- ⇒ Outstanding Course Rep of the Year = 100 points
- ⇒ Senior Academic Rep of the Month = 50 points
- ⇒ Senior Academic Rep of the Year = 100 points

7.5 EMAIL SIGNATURE

Email signatures are good way of promoting yourself as either a Course Reps or Senior Academic Rep. You can copy and paste the following email signatures to sign off your university emails.

Name Surname (Pronouns)

[Level] [Subject] [Course Rep/ Postgraduate Research Rep]

Department

Union of Brunel Students

www.brunelstudents.com/reps



"The Union of Brunel Students exists to ensure that every Brunel student has the opportunity to enjoy, challenge, influence and benefit from all aspects of their studies and the wider student experience."

Example Signature (He/Him)

Level 4 History Course Rep

Social and Political Sciences, Brunel University London

Union of Brunel Students

www.brunelstudents.com/reps



"The Union of Brunel Students exists to ensure that every Brunel student has the opportunity to enjoy, challenge, influence and benefit from all aspects of their studies and the wider student experience."

7.5 REP HOODIES

Hoodies are given to Course Reps and Senior Reps actively engaging within their role. To be eligible for a hoodie, you must have completed either induction or refreshers training and completed their Rep Action Log form. Once they have completed training and Rep Action Log, at the beginning of the following semester (e.g. January for September starters, May for January starters) will be sent a form, requesting their size. Academic Course Reps are given navy blue hoodies and Senior Academic Course Reps are given red hoodies.

8. COURSE REP CONDUCT

8.1 BEST PRACTICE

As a Course Rep, you are trusted to represent your fellow students and work in partnership with staff and the Union. To ensure that all Reps carry out their role effectively, it is important to uphold a high standard of conduct. By upholding these standards, you help to ensure that student feedback is listened to and acted upon in a constructive way, strengthening the credibility and impact of all Reps.

8.1.1 EXPECTATIONS OF CONDUCT

Both Academic Course Reps and Senior Academic Course Reps are expected to:

- **Be professional and respectful** – Treat students, staff, and fellow Reps with courtesy, even when raising concerns or disagreements.
- **Represent fairly** – Ensure that the feedback you bring forward reflects the views of your cohort, not only your own personal opinions.
- **Maintain confidentiality** – Respect the privacy of students and staff. Sensitive information shared with you in confidence should not be disclosed inappropriately.
- **Be reliable** – Attend training, meetings, and events wherever possible, and inform relevant staff or the Student Voice Team if you cannot attend.
- **Communicate clearly** – Share information with your cohort and keep them updated on outcomes and actions.
- **Act with integrity** – Always be honest, accurate, and constructive when raising issues.
- **Uphold Union and University values** – Demonstrate honesty, integrity, open to all and the value of being passionately positive.

8.1.2 WHAT TO AVOID

Course Reps should not:

- Use their position for personal gain or to push only their own opinions.

- Engage in disrespectful, discriminatory, or disruptive behaviour.
- Take on welfare or personal support roles beyond their training – these issues should be signposted to professional support services (e.g. Union Advice Service, Studeny Hub or Student Wellbeing).

8.2 REMOVING REPS FROM POST

While we want every Rep to succeed and make the most of the role, there are circumstances where a Rep may need to be removed from their position. This is always a last resort and only takes place when expectations are not met, or when conduct is not appropriate for the role. A Course Rep may be removed from post in the following situations:

Failure to complete mandatory training - All Course Reps are required to attend either Induction Training (for new Reps) or Returner Training (for continuing Reps). Training provides the essential knowledge and skills you need to fulfil your responsibilities effectively. If a Rep fails to complete the required training within the given timeframe, despite receiving reminders and support from the Student Voice Team, they may be withdrawn from the role.

Persistent lack of engagement - If a Rep consistently fails to attend meetings, submit feedback, respond to student queries (via Talk to My Rep), or engage with their responsibilities over a sustained period, they may be removed from the role. The Student Voice Team will always attempt to offer support and guidance before taking this step. If after 2 months of inactivity (e.g. not completing training or submitting feedback), from expressing their interest, they will be removed from their role.

Complaints about conduct - If a formal complaint is made against a Course Rep, it will be investigated by the Union through a fair and transparent process. If the complaint is upheld and the Rep is found to have acted inappropriately or in a way that undermines the responsibilities of the role, they may be removed from post. All complaints should be sent to studentvoice@brunel.ac.uk. The full process can be found [here](#).

If a Rep is removed, students on that course will continue to be represented either by another Course Rep or by the Senior Academic Rep for their College.

9. CONTACTS

9.1 UNION CONTACTS

For more information regarding the academic representation system, please email the Union's Student Voice department
StudentVoice@brunel.ac.uk

- **Maria Bamgbele** – Student Voice Manager - Maria.Bamgbele@brunel.ac.uk
- **Maggie Gonzales** – Student Voice Administrator – Maggie.Gonzales@brunel.ac.uk
- **Ruth Sharma** - Head of Student Support and Representation - Ruth.Sharma@brunel.ac.uk
- **Abhishek Ghawate** – Education President – Abhishek.Ghawate@brunel.ac.uk

For anything relating to supporting students through complaints, extenuating circumstances, academic appeals and academic misconduct, please contact the Union Advice Service (UAS) – advice@brunel.ac.uk.

9.2 UNIVERSITY CONTACTS

- **Patrick Leman** - Executive Dean for College of Health, Medicine and Life Sciences (CHMLS) – Patrick.Leman@brunel.ac.uk
- **David Tree** – Vice Dean for College of Health, Medicine and Life Sciences (CHMLS) – David.Tree@brunel.ac.uk
- **Abdulnaser Sayma** - Executive Dean for College of Engineering, Design & Physical Sciences (CEDPS) - Abdulnaser.Sayma@brunel.ac.uk
- **Nour Ali** – Vice Dean for College of Engineering, Design & Physical Sciences (CEDPS) – Nour.Ali@brunel.ac.uk
- **Joseph Castellino** - Executive Dean for College of Arts, Law and Social Sciences (CALSS) — Joseph.Castellino@brunel.ac.uk
- **Mario Michaelides** – Vice Dean for College of Arts, Law and Social Sciences (CALSS) – Mario.Michaelides@brunel.ac.uk
- **Danae Manika** - Executive Dean for Brunel Business School (BBS) - Danae.Manika@brunel.ac.uk
- **David Gallear** – Vice Dean for Brunel Business School (BBS) – David.Gallear@brunel.ac.uk