

Course Rep Handbook

2026-2027





Welcome!

We are so thrilled to have you on board as a Course Rep! Whether you are just starting out as a Course Rep or are returning for another year with us, we would like to say a huge thank you for giving your time and energy to make sure the voices of students on your course are listened to at the University of the Arts London (UAL).

You will be joining a community of over 1000 representatives across all UAL Colleges as the voice for students and work with your school/department, School Reps and Elected College Officers to help make your education and experience at UAL the best it can be.

We have created this handbook so that you can find all the information about being a Course Rep in one place.

We hope that you are able to quickly and easily find what you're looking for here, but if you still have questions or worries about being a Course Rep, please don't hesitate to contact us. At the SU we have a whole team dedicated to working with you all on student representation, and you can drop us an email at coursereps@su.arts.ac.uk. We'd love to talk with you.

Best wishes,
The Education Quality Team (Arts SU)

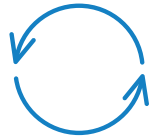
Lee, Cheyenne, Olisa & Zaine
and your 2026-27 Elected Officer Team

Contents

01	Your Role.....	03
02	Other benefits.....	07
03	How do Course Reps fit in?.....	08
04	What is a School Rep?.....	09
05	The Feedback Loop.....	10
06	Gathering Feedback.....	11
07	Course Committee Meetings.....	14
08	Rep and Student Forums.....	15
09	Rep Check Ins.....	16
10	Rep Rewards & Recognitions.....	17
11	Who can I turn to for support?.....	18
12	Top tips for being an effective Course Rep.....	20
13	Arts SU Elections.....	21
14	Useful Contacts.....	22



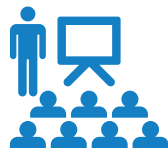
Your Role



As a Course Rep you will volunteer your time to share feedback with staff on behalf of other students on your course. Your role is vital to ensure that students' feedback about their academic experience is part of the decision-making processes within your school/department, and across the University.



By sharing student feedback with staff on your course, school/department and other elected representatives, you can help to influence positive change that will improve the academic experience for both current and future students.



The role is flexible and fits around your studies with no prior experience necessary. Our Arts SU staff team will provide you with all the relevant training and support you need.



It is a very much collaborative role, and you will build positive relationships with other Course Reps, staff and students as well as develop useful skills.



Course Reps are encouraged to vote or stand in elections, attend Rep Forums and/or Course Rep drop-in sessions, and Annual Membership Meetings throughout the academic year. Course Reps are expected to communicate regularly with the Education Quality team by completing surveys, attending Rep Drop-Ins, and sharing feedback.



How to fulfill the role

As a Course Rep, you will be expected to:



Participate in in-person or online training sessions to develop a confident understanding of the role, collaborate with other Course Reps to learn skills in how to gather and raise feedback, and acquire knowledge of who can support you in your role.



Make yourself known to students, teaching staff and other Course Reps on your course by introducing yourself to them. Let people know what your role is and how they can contact you.



Actively gather feedback from students about their academic experience, using various methods such as email, surveys and in-person group discussions to collect a wide range of student feedback from across your course.



Attend in Course Committees and present feedback to UAL staff, and participate in Rep and Student Forums and Rep drop-in sessions, where you can meet with Arts SU staff and other Course Reps to discuss feedback in more detail or seek support where necessary.



Close the feedback loop by updating students on actions taken and any outcomes resulting from their feedback. Share updates with your peers and the Arts SU's Education Quality Team.



Help students access the right support by referring them to relevant staff or UAL services if their concern is personal, sensitive or not related to academic matters.

How we support you

In return, Arts Students' Union will:



Offer practical training and resources to help you grow in your role and make the most impact for your course community.



Offer support via termly meetings with the Education Quality team, including Rep and Student Forums and Course Rep drop-in sessions, to help you work through challenges and share feedback constructively.



Bring Course Reps together at the annual Rep Conference to connect, collaborate, and grow their creative and social networks.



Offer you exclusive access to Skills Development workshops to enhance your skills in the role and provide ongoing professional development.



Provide regularly college based opportunities to meet with the EQ team members for advice and support.



Shine a spotlight on your achievements by publicly recognising your efforts via the Rep of the Month award and submitting to our Reward and Recognition scheme.



Your Role

What Course Reps DO NOT do:

It's important to look after your wellbeing and establish clear boundaries when undertaking the role of Course Rep. Understanding what you're not expected to do as a Course Rep is part of this. **You are NOT expected to get involved with students' personal problems, academic difficulties or individual complaints. This includes:**



- Personal disputes between students and academic staff or individual students, including allegations of harassment, discrimination or victimisation.

- Formal procedures including extensions, extenuating circumstances, academic misconduct, academic appeals and individual complaints or disciplinary procedures.

- Financial and funding queries, including student finance and debt.

- Health issues, whether related to housing, employment, immigration or wellbeing.

Issues like these require a different kind of expertise and in-depth knowledge, in order to ensure the most appropriate advice and guidance can be provided. If a student brings any of the above issues to your attention, please refer them to the **Arts SU Advice Service, Student Services** or other appropriate services as required (contact details can be found near the end of this handbook).

Other Benefits

There are a lot of perks to being a Course Rep, including:



- It will enhance your CV and strengthen your applications to future employers.



- You will build up a professional network by working closely with students, Arts SU and university teams.



- You will get access to free in-person and online training provided by Arts SU. You will have access to exclusive Skills Development workshops and events, such as our annual Rep Conference.



- You will develop new skills in problem solving, communication and team-working.



- You will get a unique insight into how Arts Higher Education works - useful if you ever want to apply your creative skills to working in this sector in future.



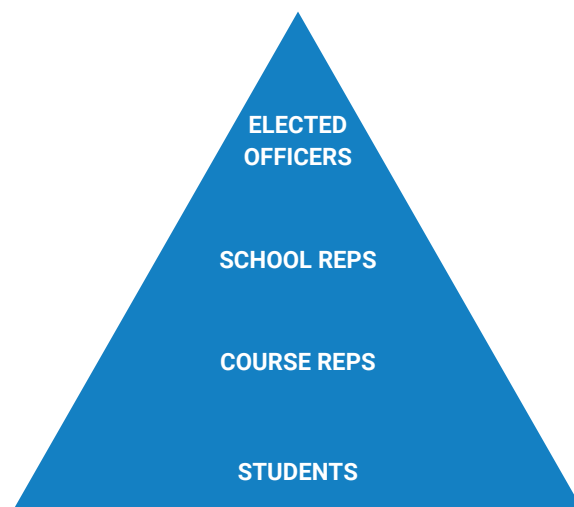
- Enjoy fun socials and events hosted by Arts SU.



- You can attend informal, termly Course Rep drop-in sessions on your campus, to raise any concerns or talk through any challenges you're experiencing in the role.

How do Course Reps fit in?

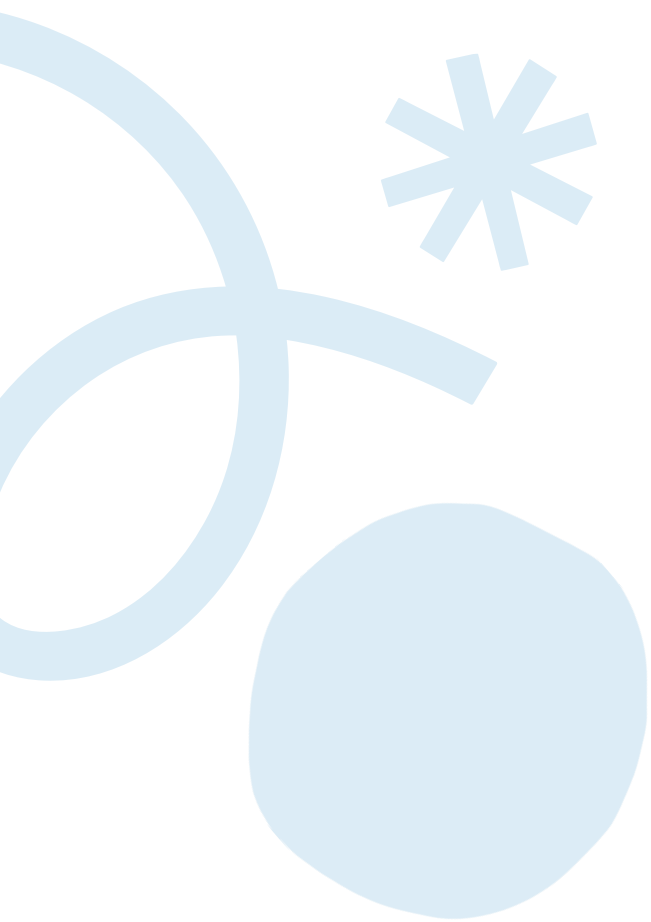
As a Course Rep, you are one of many groups of students at Arts SU and UAL who help gather student feedback and ideas.



This pyramid allows feedback and ideas to move swiftly between the different levels. Course reps help to give feedback on the views of students to your school/department and the Students' Union via their School Reps and College Officers.

These levels are supported by Course Committees (attended by course reps), Boards of Study (attended by school reps) and College Academic Committees (attended by Sabbatical College Officers), and Rep and Student Forums (attended by course reps and schools reps), which each feed into each other and ensure feedback is raised and dealt with where most relevant.

Arts SU will organise a number of opportunities throughout the year for Course Reps, School Reps and College Officers to meet with each other to share feedback and develop ideas on how to improve the academic experience at UAL.



What is a School Rep?

A School Rep is a student who has been elected to represent all students, across all courses, at school/department level. The role is flexible and fits around the students' studies with no prior experience being necessary.

Once elected, School Reps meet regularly with their College Officer and Arts SU staff. They support Course Reps by raising feedback and issues at school level, as well as representing students in their School once a term at Board of Study meetings.

They also attend meetings with key UAL staff from their college throughout the year, and support engagement and community development within the school. They also attend meetings with Arts SU staff, such as Rep Forums.

To find out who your School Reps are visit
www.arts-su.com/yourvoice/schoolreps/

The Feedback Loop

The feedback loop is a simple way of ensuring that students are kept 'in the loop' about how their feedback has been taken forward and implemented.

Closing the feedback loop is a very important part of the Course Rep role. Carrying out all the stages below means that you are gathering feedback from students, raising feedback with staff, and updating students on outcomes.



1

Gather feedback from students

Speak to students on your course and identify feedback they have about their academic experience (e.g. teaching and learning, access to equipment etc). You could do this through an online survey or asking your Course Leader to allow time for you to speak to students in-person before or after class.

2

Raise feedback with staff

It's simply about sharing feedback and your evidence with the most relevant staff member. Share what is working well, where there are issues and maybe even suggest solutions to resolve them. This can be done in Course Committees but can also be done at any point through the year.

3

Update students on outcomes

Update students on the outcomes of your discussions with staff. This includes how feedback is being taken forward and acted upon, whether it is still being considered, or even if it's not as easy to implement as first thought. Students appreciate regular updates on issues raised.



Gathering Feedback

You will gather feedback from students on your course about their academic experience. There's no one right way to collect feedback, so try out a few different approaches to see what works for you. Some suggestions could be:

- Create and circulate an online surveys or poll using Google Forms or Survey Monkey.
- Ask your Course Leader if you can be allocated 5-minutes at the beginning/end of class to remind students to feedback on their academic experience.
- Ask your Course Support Team if they are able to share on your behalf an email with students on your course, including how they can contact you. If you don't know who your Course Support Team are - ask your Course Leader.
- Create a Teams chat to stay in touch with other students on your course.
- Inform your course mates early on that you have meetings coming up (e.g. Course Committees) which you can take their feedback to.
- Let your course mates know a convenient time and place when you're available for a chat, this could be when you plan to be in a workshop, the library or grabbing lunch.

Gathering Feedback

What topics do I collect feedback on?

You collect feedback on students' **academic experience**: Teaching and Learning, Assessments and Feedback, Course Organisation and Management and Learning Resources.

Consider using some combination of these questions when gathering feedback from students.



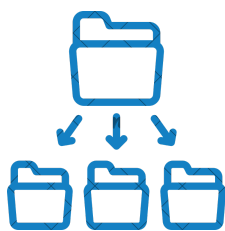
Teaching and Learning:

- How would you evaluate the overall quality of teaching on your course in terms of clarity, expertise, engagement and support?
- How clearly are the assessment criteria and learning outcomes communicated, and how confident are you in understanding what is required to succeed?



Assessment and Feedback:

- Do tutors provide feedback within the expected timeframes, and how does this impact your ability to improve your work?
- To what extent is the feedback you receive insightful, actionable and helpful in improving your academic performance?
- What specific changes to course content, structure, or delivery would enhance your engagement and learning experience?
- How well aligned are the course expectations, learning outcomes, and actual content delivered? Are there any gaps or inconsistencies you've noticed?



Course Organisation and Management:

- How effectively does your school or programme communicate the actions they've taken in response to student feedback, and do you feel these changes reflect your concerns?
- Have you experienced any issues with your timetable (e.g. clashes, late changes, gaps between classes), and how well were these handled?
- How clearly and promptly are changes to course content, schedules, or teaching arrangements communicated to students by staff?
- How accessible and easy to understand is the information about applying for extensions or reporting extenuating circumstances?
- To what extent are course materials, reading lists, and online resources made available in a timely and accessible manner?

Learning Resources / Other:



- How user-friendly and reliable are the digital learning platforms (e.g. Blackboard, Moodle), and do they support your learning effectively?
- What specific improvements to learning resources and support services would help you get more value and enjoyment from your course?
- To what extent do you have consistent and timely access to the essential resources for your course e.g. textbooks, equipment, software, workshop spaces, and facilities?
- How clearly and early in the course are any additional costs (e.g. materials, trips, printing, specialist equipment) communicated and explained to you?
- How helpful and relevant have you found the University's support services (e.g. academic skills, careers, disability support) when you've needed to use them?



Course Committee Meetings (UAL)

These meetings take place 3x a year, usually 1x per term.

Course Committee Meetings (sometimes referred to as Programme Committee Meetings) are the formal opportunity each term for Course Reps to present feedback to staff, help resolve issues, and highlight what is working well on your course.

The purpose of Course Committees is to:

- **Monitor how courses operate and consider issues related to the content and organisation of the course.**
- **Provide a space for Course Reps to raise course-level feedback with staff, that they've collected from the students on their course.**
- **Provide a space for UAL staff to update Course Reps on developments and changes to course provision.**

These meetings are organised by UAL (not the Arts SU) and information about these meetings and when you need to attend them will come from your course team. As a representative of your course you should make every effort to attend them.

Each committee may be set-up differently depending on your school or college. To find out more about how your specific Course Committee works, you can speak to your Course Leader and/or set up a 'pre-meeting' with them to talk through how it works.

Course Committees feed-in to Boards of Studies which are attended by your School/Department Dean and School Rep.



Rep and Student Forums (Arts SU)

Rep and Student Forums take place 1x per-term and will be organised by the Arts SU's Education Quality Team and Democracy and Influencing team.

Rep and Student Forums are a new initiative we're piloting for 26-27. They are a space for both Course Reps and students from across all UAL colleges to connect and organise. Reps and students will come together to discuss and explore key issues affecting their university experience, and help shape student-led change.

- **Provide fun and interactive activities to build connections between students and Course Reps, and across colleges.**
- **Be supported by Arts SU teams, including the Education Quality and Democracy and Influencing Team, and elected Sabbatical College Officers.**
- **Be led by Course Reps and students to explore course-level issues, connect with each other across colleges, and develop plans to organise, campaign, and advocate for students' needs.**
- **Arts SU staff will be in the space to support Course Reps and students to connect and identify key actions and areas to follow up on.**

Rep and Student Forums are spaces where future student leaders, campaigners and organisers can develop collaborative methods for making positive change happen for UAL students.

- The first Rep and Student Forum of the Autumn Term will take place on **16th November 2026**. Time & location TBC.
- The second Rep and Student Forum in the Spring Term will take place on **1st February 2027**. Time & location TBC.

Visit the RepHub page for updates on time location:
arts-su.com/voice/academic/training/



Rep Check-Ins (Arts SU)

These fortnightly check-in sessions are informal and friendly sessions are hosted by the Arts SU's Education Quality team, take place in-person at different campuses, and are for Course Reps to seek advice, support and guidance. There will be **FREE refreshments** for all Course Reps that wish to network with other Reps, have an informal chat, or just find out about any new opportunities available for Reps.

Feel like you need more structured and personal support in your role? Why not book a session with an EQ coordinator so a member of our team can support you directly.

The EQ Team will email Course Reps at least two-weeks before a check-in session is scheduled to take place at their college campus, with details of the date, time and location, and the ability to schedule a conversation with a member of our team.

Course Reps can use the sessions to ask questions or raise any issues about their role.

- **Advice on how to engage students more effectively when gathering feedback.**
- **Support with how to raise a specific piece of student feedback with a member of UAL staff.**
- **Information on which individual or team at UAL you should raise a particular piece of feedback with.**
- **Clarity on any information provided in this handbook and training resources.**
- **General advice or support with managing the Course Rep role alongside your studies and work.**

These sessions are open to all Course Reps.



Rep Rewards and Recognition (Arts SU)

The Rep Rewards and Recognition system is your chance to evidence the impact you have made as a Course Rep throughout the year, so that we can reward and celebrate the success of our Rep community.

Course Reps make a valuable contribution to the student experience and we want to make those contributions more visible by publicly recognising and celebrate the contribution that Course Reps make.

This is how it works:

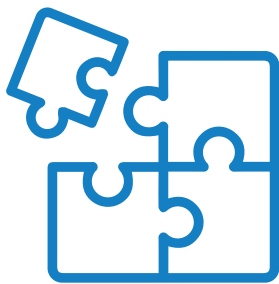
- **Course Reps earn points by taking part in a range of activities, including attending meetings, completing training, gathering and raising student feedback, and more.**
- **Points are recorded as you complete activities and contribute towards both monthly and annual recognition.**
- **Monthly points are used to identify eligible Course Reps for Rep of the Month, while total points build up across the year towards recognition awards.**

There are three levels of annual recognition: Bronze, Silver and Gold.

Course Reps who earn **50 points will achieve Bronze**, those who earn **80 points will achieve Silver**, and those who earn **120 points will achieve Gold**.

These awards recognise sustained contribution throughout your time as a Course Rep and celebrate your ongoing commitment to representing your peers and helping improve the student experience.

Who can I turn to for extra support?



The vast majority of students who volunteer to be a Course Representative have a wonderful experience and enjoy the time they spend in the role. However, it's essential that you know how to access support if and when you need it.

This is in many ways why Arts SU exists. We are a registered charity and independent from the University of Arts, London supported by a staff team working purely for the benefit of its students.

Every student at the University is automatically a member of the Students' Union! This means you can access all the support and opportunities we provide. Your needs and interests are also **represented by our 6 Elected Officers** who are elected every year.

What might a Course Rep need help with?

- Breakdown of communication between student representatives and staff.
- Feeling overwhelmed by student feedback and/or complaints.
- Confusion about how to raise feedback with students or staff.
- Worries about how the role might be impacting your studies.
- Lack of engagement or feedback from students.
- Uncertainty or anxiety about how to deal with a particular issue.

This is not meant as an endless a list and if you're experiencing a problem that isn't listed here and still need support, we want to hear from you.

Who can I contact if I need support?

There are two main points of contact at Arts SU should you need them during your time as a Course Rep:

Education Quality Team

Email: coursereps@su.arts.ac.uk

The Education Quality team can support and advise with any aspect of the role which involve the collection and sharing of feedback be it involving other reps, students and/or staff.

Examples can include disputes or a breakdown in communication you may encounter with other reps, students and/or staff as well as situations where you struggle to engage students in the collection of feedback.

Advice Service | Website: www.arts-su.com/advice
Email: advice@su.arts.ac.uk

The Advice Service team can support any individual student with difficulties of a more personal nature and unique to them. The team provides advice on academic and housing issues and links students to a range of university student services.

Examples can include if you feel overwhelmed by student feedback or concerns, are worried about the role impacting your own study or need to signpost a student with a query that is individual or personal to them whether it be an appeal, meeting with the university or complaint.

If you're unsure who to contact don't worry. We all work closely together and can put you in touch with the relevant team and/or individual.

Top-tips for being an effective Course Rep



- **Don't feel you have to wait until your course committee meeting....** raising feedback at the earliest opportunity either with your Course Leader or the Education Quality Team can often ensure issues are resolved earlier and not left until it's too late.
- **Try different approaches when asking for feedback...** whether its online surveys, emails or just talking to students before and after class, there are different ways you can gather feedback. Find at least two ways that work for both you and those you represent.
- **Work with your fellow reps...** meeting and talking with other Course Reps on your course, and School Reps at your school, is a great way of gathering and sharing student feedback. You can also share the workload and compare notes to get a clearer understanding of the issues and solutions needed.
- **Tell us about your successes...** we know many reps work hard to influence positive change on their course but it's equally important to make sure others are aware of these.
- **Engage in the wider Arts SU community** by voting in elections, attending Rep Forums, completing Arts SU membership surveys and meeting with our team as part of the monthly drop-ins.
- **Attend training and seek support when needed...** don't be afraid to ask for help where needed, and if unsure of who to speak to, email coursereps@su.arts.ac.uk



Arts SU Elections

Arts SU use elections to decide who should speak and work for you on a range of issues while you're a student at UAL. Nominations open in early January with elections held in March each year for the following academic year.

We encourage all students to consider standing with a variety of roles available, broadly split between two types:

Elected College Officer Roles (or 'SABBS') – These full-time paid roles are carried outside of studies. They represent and speak on behalf of all students, are collectively responsible for promoting and defending the rights of students, campaigning on issues and promoting involvement in Union activities.

School Rep – These roles are carried out on a voluntary basis alongside studies. They work closely with Course Reps and key staff to understand students' academic and learning experiences, advocating for changes and development related to learning, teaching and the community.

Why should Course Reps vote in SU Elections?

Elections are about deciding who will represent and make decision on behalf of students in the coming year. Even if you don't realise it, every Course Rep has a vested interest in the outcomes of the elections, because our Elected Officers will represent you on a variety of issues covering the student experience including students' academic experience. The question is, why wouldn't you vote! For more information visit: www.arts-su.com/elections.

Useful Contacts



Arts SU Elected Officers

www.arts-su.com/yourvoice/officers

Camberwell, Chelsea and Wimbledon Officer ccwofficer@su.arts.ac.uk

Central Saint Martins Officer csmofficer@su.arts.ac.uk

London College of Communication Officer lccofficer@su.arts.ac.uk

London College of Fashion Officer lcfofficer@su.arts.ac.uk

Community Officer communityofficer@su.arts.ac.uk

Union Affairs Officer unionaffairs@su.arts.ac.uk

Education Quality Team

www.arts-su.com/yourvoice

Course Rep Queries coursereps@su.arts.ac.uk

School Rep Queries schoolreps@su.arts.ac.uk

Student Communities Team

www.arts-su.com/yourcommunities

Sports sports@su.arts.ac.uk

Societies societies@su.arts.ac.uk

Arts SU Advice Service

www.arts-su.com/advice

For free, confidential and impartial advice on academic (including university policies and procedures) or housing and accommodation matter.

Contact an Advisor advice@su.arts.ac.uk

Companion Scheme companionscheme@su.arts.ac.uk

University Support Services

www.arts.ac.uk/students/student-services

For advice and support on various aspects of student life including money, personal issues. (including stress, anxiety and mental health concerns) and queries related to disability.

General Queries student.services@su.arts.ac.uk

Health and Wellbeing Advice studenthealth@arts.ac.uk

Counselling Service counselling@arts.ac.uk

Disability Service disability@arts.ac.uk