



HOPESU

LIVERPOOL HOPE STUDENTS' UNION

COURSE REP HANDBOOK '24/'25



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Contact Details



<https://www.hopesu.com>



@liverpoolhopesu

Course rep coordinator & support



Alex Toomath



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Contact Details



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Course rep coordinator & support



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HOPESU

Introduction

Congratulations on becoming a Course Rep! Whether you were elected or you volunteered, you now have the opportunity to influence change in the University. You will represent the voices of your cohort. This guide aims to help you to understand your role and develop your skills.



This guide will help you get the most out of it in terms of personal development and achievement, without interfering with your other responsibilities. It also contains important information about people you can ask for help and support should you need it.

The Students' Union work alongside you, as student voice is a key part of our work- it's central to improving your university experience! We are here to take up bigger issues on your behalf, and support you in making your Student Voice Committees effective.



THE STUDENTS' UNION Team

OUR OFFICE : FML009



Eliza Mill

PRESIDENT

 PRES@HOPE.AC.UK

Manifesto points

- Success - To prepare students for life after university
- Social - To expand opportunities for social events
- Safety - To ensure students know how to be safe while navigating uni life



Alex Toomath

VICE PRESIDENT FOR EDUCATION

 VPRES@HOPE.AC.UK

Manifesto points

- Provision of exceptional student support
- Strengthen & champion the Student Voice
- Prioritising mental health & wellbeing



Ellie Baldwin

VICE PRESIDENT FOR WELFARE & COMMUNITY

 VPRESWELFARE@HOPEAC.UK

Manifesto points

- Cost of living support
- Belonging & inclusion - networking for marginalised groups
- Access to opportunities - CV boosting & career opportunities



Permanent team



Khurrum Dar

UNION MANAGER

 UNIONMANAGER@HOPE.AC.UK



Debbie Brown

FINANCE MANAGER

 SUFINANCE@HOPE.AC.UK



Maeve Mc Manus

ADVICE & DIGITAL ENGAGEMENT LEAD

 SUADVICE@HOPEAC.UK



Charlize Adamson

COMMUNITIES, EVENTS AND MEDIA SALES LEAD

 UNION@HOPE.AC.UK

What is the Students' Union?

About Us

Liverpool Hope Students' Union's primary objective is to make positive change for our students. We achieve this by representing your views, needs and concerns to the University, the National Union of Students and the Government.

We're here to offer advice on a variety of issues from academic matters to housing, as well as giving you the opportunities to do what you love doing, through our clubs, societies, sports teams and forums.

Liverpool Hope Students' Union is a democratically governed organisation. This is done through our Constitution and relevant By-laws.



What we do:

- Run campaigns and activities
- Set up events such as Grad Ball and Freshers Fair
- Organise meetings and work on relevant projects on the behalf of students
- Hold the University accountable on decisions that affect students
- Run an independent, confidential advice service
- There for students when they may need help or support
- Run Societies and Sports teams
- Create opportunities for students to better their overall university experience



What are Course Reps?

COURSE REPS ARE STUDENTS ELECTED OR SELECTED IN THEIR DEPARTMENT TO REPRESENT THE VIEWS OF OTHER STUDENTS ON THEIR COURSE.

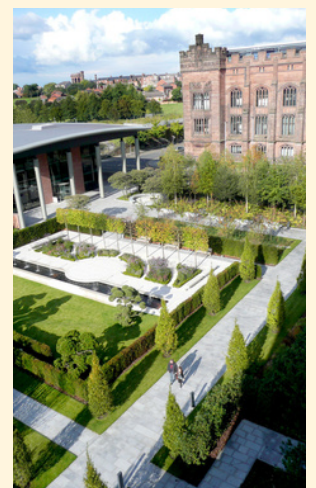
If there are things that students want to see improved in their department, Course Reps communicate their views to departmental staff, so they can make the changes that students want. You will represent these views on key committees within departments and across the University.

What does it mean to be a course rep?

Being a Course Rep is a fantastic opportunity to represent other students and play a key role in improving your course and your department.

You will be able to work with other course reps to propose changes and to campaign for improvements.

Involving students in decisions that affect the operation and the future development of their courses is valued highly by both the University and the Students' Union. So Course Reps are a vital link between students and academic staff.



Why Do We Need Course Reps?

THE UNIVERSITY'S MISSION STATEMENT IS:

“We want to ensure our students receive a well-rounded education when they come to study with us. Everything we do, both academically and pastorally, revolves around our mission and values.”

The University relies on feedback from students to make sure that it is providing the best quality of education. Course Reps are valued as a crucial part of the process of feedback and improvement.

The University is keen to ensure the student voice is heard. Therefore, a key part of your role is to be the ‘voice’ for your particular group.



WHY IS THE STUDENTS' UNION INVOLVED?

Student voice is the priority for the Students' Union, LHSU is run for students, by students and acts independently from the university to support its students. We run campaigns from your ideas and talk to senior university staff to raise your comments.



Role of Committee Members

The Chair...

Is the person that calls the meetings, who sets the agenda and steers the meeting. This is normally a member of university staff in your school, but there may be opportunities whereby you can co-chair the SVC.

The Secretary...

This individual will usually take the minutes of the meeting of points raised and discussed. After the meeting concludes they will circulate these minutes back to yourselves and the department to action any areas of improvement.

If you are unable to attend the SVC meeting you should send your apologies in advance to advise of the issues you planned to raise.

The Members...

Course Reps are the core of these meetings for the discussions on agenda of providing your course's feedback. Sometimes other members of staff may be invited along to attend, such as VP Education, SDW or the library staff to give updates on useful information.

These SVC feed into a much wider scheme, such as, the School Academic Committees and the University Academic Committee, which is why your feedback is crucial for change.



Liverpool Hope
Nightline



Role Of a Course Rep

- Keeping informed and aware of student issues on your course.
- Working closely with the Students' Union to discuss issues that impact on the quality of the education and experience on your course.
- Attending with your department and Student Voice Committee
- Being proactive in suggesting improvements to the student experience on your course.
- Maintaining a good knowledge of campaigns, services and events run by LHSU, and taking a proactive role in regularly communicating these to the students on your course.
- Working with the Students' Union to set up and maintain course based societies.
- Attending all training sessions that are organised for Course Reps.
- You can also use these things as a 'checklist' for the month or term, to ensure you're listening to your classmates and working with the Students' Union.

7.

It is NOT your role to...

Deal with individual student welfare problems. You should simply refer students with specific welfare problems to:

Maeve McManus at SU Advice: suadvice@hope.ac.uk

What issues might you face?

Assessment and feedback

Lack of prompt/detailed feedback on work

Resources:

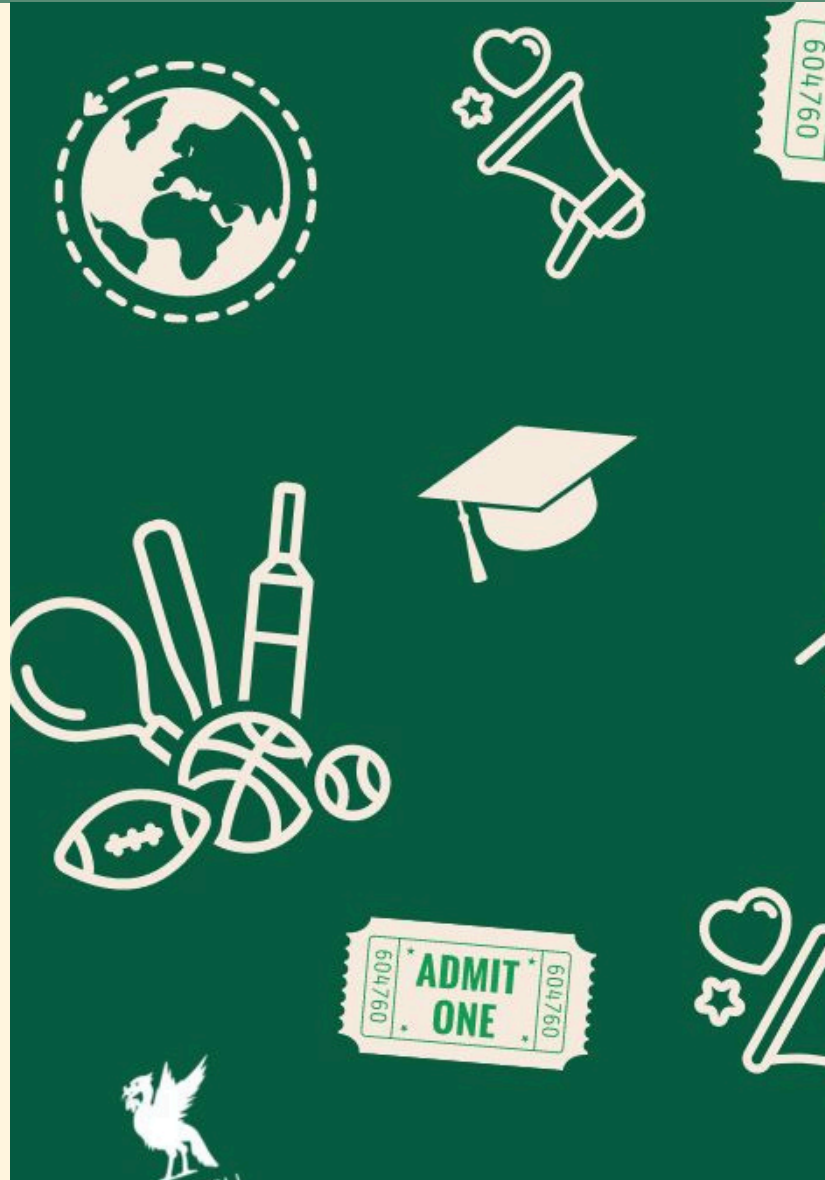
Teaching areas or library/IT might not meet students' needs

Teaching methods:

Potential issues with lecturers, lack of handouts. Different learning abilities

Module registration:

Difficult to access preferred modules, poor guidance



Where To Take An Issue..

If an issue needs dealing with quickly, it should be brought to the attention of the appropriate staff member.

Course leader:

Your course leader will be able to discuss issues with you that concern aspects of the Course Programme.

Head of Department:

If issues have not been resolved by discussion with your course leader, it may be appropriate to take the issues to your Head of Department.

Student Voice Committee:

If matters aren't resolved or you would like updates to the progress on these improvements. Raise them at Student Voice Committee.

The Students' Union

Contact Alex Toomath if you have any problems or you're unsure of what to do.

How to give feedback

Accurate Feedback

Bad practice: I have spoken to some of my class group and we think that the course isn't good enough

A better approach: I have had a discussion with my class group and the majority feel there isn't enough practical work in the module, leading us to feel short on industry-relevant skills.

Balanced Feedback

Bad practice: The whole course is really not well put together and the assessments don't fit well with the teaching

A better approach: The theory elements of the course are taught well, are interesting and understandable to the majority, but there is a sense among the class that we are lacking practical work to back up the theory.

Constructive Feedback

Bad practice: As a class, we never know what we are supposed to be doing from one week to the next on our ... module

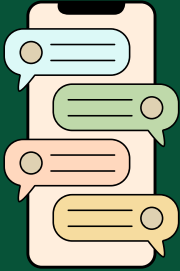
A better approach: Would it be possible for the class to have a plan of work and assessments given to us at the beginning of each term in our ... module?

Depersonalised Feedback

Bad practice: After a discussion with the class, we want to tell you that Mr Smith is a terrible lecturer who never gives assessments back on time

A better approach: After discussion with the class we want to say that the return of assessments in our module classes is always too late to enable us to learn from our mistakes for the next assessment

How Do I Get My Group Involved



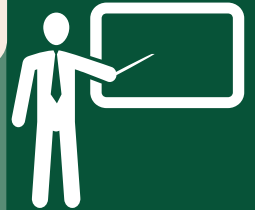
GROUP CHATS:

Create a group chat to be able to discuss matters with the course, which also encourages communication and bonding for all of your course.



GROUP TUTORIALS:

Ask your tutor for five minutes in the weekly tutorial session to update the group about information you have been given or to ask the group for issues to raise at any meetings.



ONE TO ONE CONSULTATION:

Speak to members of your group independently to get feedback on issues.

EMAIL:

If people are happy to give you their email address, update them or ask questions this way. Also encourage them to log onto the University Course Rep web pages to find out information and to take part in latest surveys etc.



NOTICE BOARDS:

Use the notice boards in your Department to inform your group of who you are and how they can contact you.

SUGGESTION BOX

This will allow students to leave anonymous messages about the course with suggested improvements.



Meeting Skills

BE PREPARED

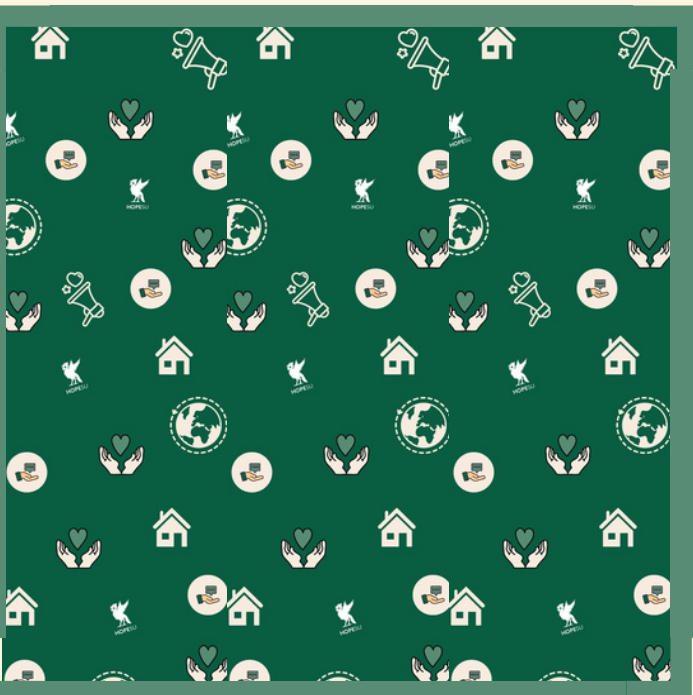
Before the meeting read the agenda to check whether there are any items you are unsure of. To prepare you should gather feedback from your fellow students of any issues and things that are going well. If you want any advice on raising any of your points, please contact Alex at vpresed@hope.ac.uk

If you are unable to attend one of the SVC please contact the person that emails out the agenda to you and provide your feedback and apologies.



BE CONSTRUCTIVE AND ASSERTIVE

During meetings be constructive and factual when giving feedback, without mentioning any individuals name or attributing blame. Do not interrupt others when they are speaking and listen to the points that others are relating to. Remember as a Course Rep you have a right to attend SVC once trained and your feedback matters to staff. If you ever feel disregarded in any way, please get in touch with Alex at vpresed@hope.ac.uk



REPORTING BACK

After the SVC meeting don't forget to update your fellow classmates on matters discussed and any actions taken. You can do this before or after a lecture, seminar or tutorial (with the lecturer's permission), a groupchat or via email.

Optional Workshops

These optional workshops will give you a certificate of completion approved for the SALA award and contribute towards the hours of you being a Course Rep for the SALA Award.

As well as free snacks and potential prizes.

Careers and Employability

This workshop focuses on the skills you have learnt from being a Course Rep and we will help assist in CV writing and mock interview practice during this session to prepare you for both part time and full time employment. This workshop will be co-hosted by a member of the Careers and Employability team.

Inclusivity

The Inclusivity workshop aims of encouraging an open conversation about accessibility and inclusivity which will help both whilst you are at university but also for post university in creating good practice of inclusivity.

Decolonise Education

This workshop aims to educate Course Reps on what decolonising Education is, the importance of Decolonisation and ways you can become involved whilst studying.

SALA

From being a Course Rep you are able to use the hours to contribute to the Service and Leadership Award (SALA). This session will help you achieve the SALA award and give additional support to help complete this award. The SALA award will also give you 2 extra tickets for your graduation.

Designed By You

Are you passionate about a specific topic and want to educate others on this? I will try and help facilitate this and you can put it on your CV as a skill for public speaking for example.

SU Volunteer Opportunities

STUDENT REPS

Every year students volunteer to become your Student Representatives. They carry out their roles alongside their studies and their responsibilities include representing different groups of Hope students as well as to champion their interests.

- Women's
- Mature and part time
- Non-residential
- Post graduate
- NI/ROI
- Black and Global Majority
- LGBTQ+
- Trans and non-binary
- Network of Hope
- International
- Disability



STUDENT TRUSTEES



Trustees help drive the organisation forward by providing us with leadership, strategic thinking, and operational excellence drawn from their own personal experience. The key element is that you are a student and would like to help the Union enhance students' lives. This is an excellent opportunity to contribute to a vibrant, forward-thinking organisation and to make an impact on the lives of all Hope students.

SU Volunteer Opportunities

NIGHTLINE

Nightline is a listening, non-advisory, non-judgmental, confidential, anonymous service. You can volunteer to be a listening member. This service runs from 10pm-2am Friday and Saturday during term time.

Instagram: [hope_nightline](#)

Email: nightline@hope.ac.uk



SPORTS & SOCIETIES

SOCIETIES

We have many societies that you can join whilst you are a student at Hope. We have societies ranging from creative to political and everything in between.

If there is a society that we don't have but you would like. You only need 2 more people to create a society and will receive £50 of funding on creation.

SPORTS

We have a variety of sports teams from recreational sports to competitive (BUCS).

If there is a sports team that you would like to join but currently doesn't exist, you only need 4 more people to create a sports society.



Sabb Elections

Each year, three students are elected to lead the Students' Union for a year in the following positions:

- President
- Vice President Education
- Vice President Welfare and Community

Being a Sabbatical officer is an amazing opportunity which can not be experienced in other jobs. Standing in the election helps make a real difference for students, the Union and the University. You will be able to run campaigns to help fellow students whether that be within Hope, local or national, network with other officers and so much more.



Events

Throughout the year we run a variety of different events such as some that are listed below:

- Hope Star Awards
- SU Showcase
- Sports and Society Awards
- Grad Gala
- Freshers Fair
- Vintage Fair
- Refreshers Fair

Check out our instagram and student bulletin to be kept up to date on all the activities that we will be hosting throughout the year.



USEFUL CONTACTS

Student Voice:

If you have any concerns regarding your role, the functioning of the Course Rep system in your school or have any queries about your education/support

Contact Neve pres@hope.ac.uk

Advice:

LHSU Advice offers impartial advice and information to all current Liverpool Hope University Students. Additionally, we can advise prospective students and alumni (up to one year following graduation). Our service is free, professional, independent, impartial, and confidential. We aim to provide a safe space where respect and tolerance are key values.

- Welfare related issues
- Academic issues
- Accommodation
- Employment

Contact Maeve - suadvice@hope.ac.uk

University's Services

Student Life - sdw@hope.ac.uk / studentlife@hope.ac.uk

For any pastoral concerns please get in touch with the SDW team or recommend the student themselves get in touch to have further support provided.

Sabbatical Officers

President - Eliza Mill - pres@hope.ac.uk

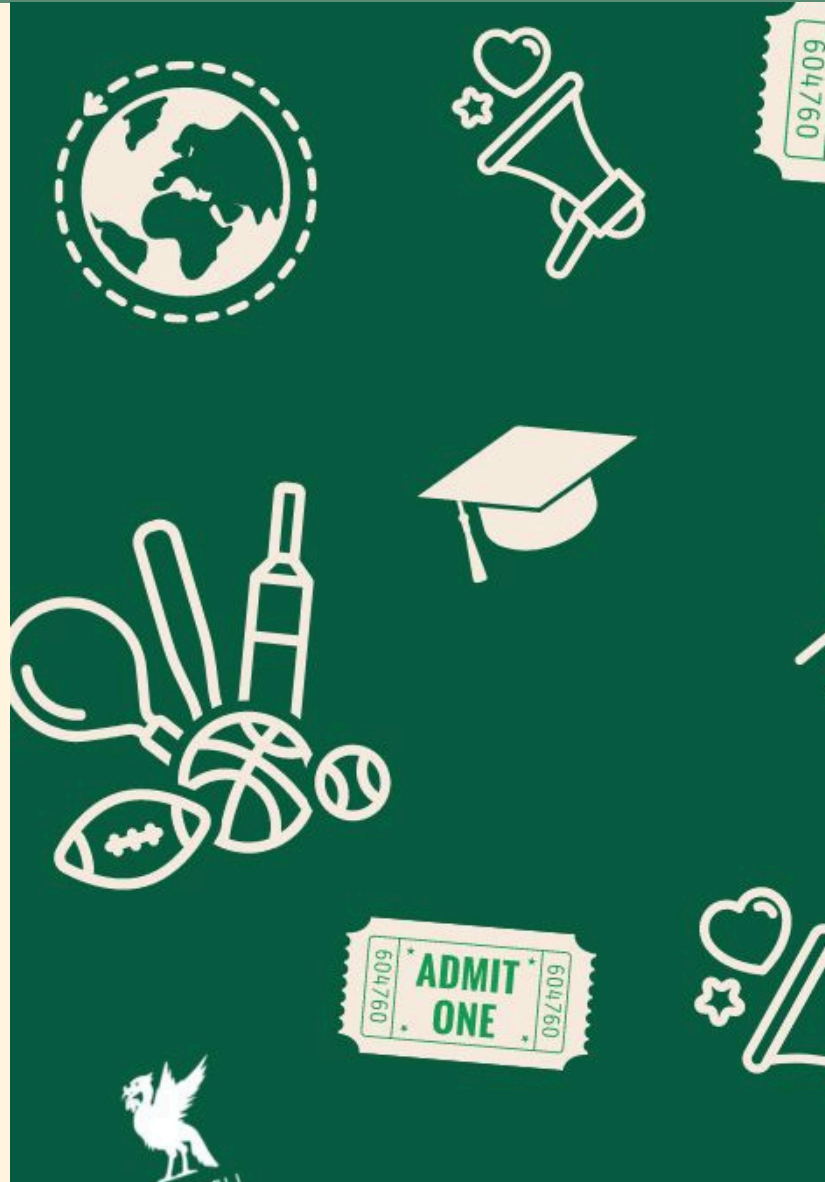
VP Education - Alex Toomath - vpresed@hope.ac.uk

VP Welfare and Community - Ellie Baldwin - vpreswelfare@hope.ac.uk

Useful Contacts

School Administrators

- schoolcpa@hope.ac.uk
- art@hope.ac.uk
- businessschool@hope.ac.uk
- computerscience@hope.ac.uk
- dance@hope.ac.uk
- drama@hope.ac.uk
- schoolofeducation@hope.ac.uk
- geography@hope.ac.uk
- healthsciences@hope.ac.uk
- humanities@hope.ac.uk
- schooloflaw@hope.ac.uk
- music@hope.ac.uk
- psychology@hope.ac.uk
- socialscience@hope.ac.uk



Why might you need to contact a School Administrator?

- To find out SVC dates
- For timetabling changes and concerns