



# Quick Guide on Quality Assurance Student Representation System

## Main principles

The Student Representation System (SRS) is a partnership between the University and the Guild of Students (the Guild). Student and Postgraduate Representatives are current students and postgraduate researchers at the University, who gather their peers' student feedback, and work to improve students' academic experience. The SRS ensures that, through effective representation, students become partners in their education.

## Purpose of the Student Representation System

- Enables students to raise issues regarding learning and teaching, and work with staff to resolve problems. Student Representatives and University staff work in partnership to develop solutions, and enhance students' academic experience.
- Ensures that student feedback is acted upon, and reported back to students.
- Ensures that students' voices are embedded within the University's decision making structures and processes, at all levels. Student Representatives are fully involved in the design, delivery, and assessment of teaching, learning, and research activity across the University.

## Student roles within the Student Representation System

Course Representatives (volunteers):

- Students who volunteer to represent students on their individual courses. They will gather feedback on the views and concerns from those studying on their course.

School Representatives (elected volunteers):

- Responsible for collating and supporting feedback and ideas from Course Representatives. If there are issues which cannot be resolved on a course level, the concern/query will be diverted to the School Representatives.

College Representatives (elected volunteers):

- Similar to School Representatives, if there are issues which cannot be resolved on a School level, the concern/query will be diverted to the College Representatives.

Senate Representatives (elected volunteers):

- Sit on the Senate, with a number of University staff and governors who support with a wider range of issues. Anything which cannot be resolved or implemented at any of the previous three levels will usually go to Senate to be discussed.

## Staff Student Forums

Student, postgraduate researcher, and staff interactions primarily occur through Staff Student Forums (SSFs) and College Student Representative Forums. During SSFs, Representatives are free to discuss topics related to education for all students, and provision for postgraduate researchers, at the University. This may include: the content and quality of programmes and modules; the development of the curriculum and its delivery; assessment methods, learning and teaching methods; the provision of research skills support for postgraduates; feedback on assessed work; student support and/or supervision; and, learning resources, facilities, and study spaces.

## Other aspects within the Student Representation System

Student Representation System Advisory Board (SRSAB)

- Student representation at the University is coordinated by a joint University-Guild committee, which monitors and administers the operation of the SRS.

College-level and School-level committees

- Committees with responsibility for education and postgraduate research provision, which deal with issues raised by the SSFs. Such committees have a responsibility for quality assurance (i.e. the College Quality Assurance and Approval Committee) to monitor the operation of the SSF.

Staff Liaison Contacts (SLC)

- Responsible for running SSFs, and a key contact for Student and Postgraduate Representatives. Ensure that matters arising from SSFs are dealt with appropriately, and escalated to School, College or University level committees.

Student Experience Officer (or equivalent)

- Works in partnership with the Guild, to support and communicate to students and postgraduate researchers the Student Representative and Postgraduate Representative recruitment, training, and recognition, at a local level.

## Further information

If you are a student or postgraduate researcher, you can volunteer to be a Representative via the Guild of Students online portal. Visit:

<https://www.guildofstudents.com/studentreps/becomearep/>

For more information regarding the Student Representation System, visit:

<https://intranet.birmingham.ac.uk/as/registry/policy/studentreps/index.aspx>