



Student Representative Handbook

Interested in making a positive impact on campus and being a voice for your fellow students? Becoming a Student Representative is a great way to do that.

What's it all about?

Well, as a Student Rep, you'll get to be the bridge between your peers and the Institute's decision-makers. You'll have the chance to advocate for changes, address concerns, and make a real difference.

It's not just about meetings and paperwork - it's about creating a better experience for everyone. You'll be part of a dynamic team, brainstorming ideas, and turning them into action. Plus, you'll gain skills and experiences that will set you up for success in the future.



So, if you're ready to be a positive force for change and be part of an amazing community, consider becoming a Student Rep.

It's an opportunity to make your mark, learn, and grow while helping your fellow students thrive. We can't wait to welcome you to the team!

For those of you who've already taken the exciting step to become a Student Rep, welcome to a place of positive change and impactful leadership. You are now an essential part of our team, and your commitment to making a difference on campus is truly commendable.

Embrace this role as an opportunity to shape the future, influence decisions, and champion the needs and aspirations of your fellow students. As a Student Rep, you'll grow personally and professionally, develop your communication skills, and create lasting connections with a diverse group of peers. Your journey is just beginning, and we're here to support you every step of the way. Let's work together to make our campus an even better place.





What you can find in this guide...

- 1** What is a Student Representative?
- 2** What does a Student Rep do?
- 3** How you can become a Student Rep
- 4** Bloomsbury Institute Committees
- 5** Important contacts/support networks
- 6** Helpful documents, words and phrases

1. What is a Student Representative?

Our student representation system is key to us staying connected with all our students. It makes sure everyone has a say in the decisions we make and can help make courses and the learning experience even better.

In this section we'll explain the student representation system and your role in it, both as a Student Council Student Representative (SCSR) and within the Student Guild.

To keep things simple, we call you 'Student Representatives' or 'Student Reps'. All students are automatically in the Student Guild (unless you choose to opt-out). Guild members vote for Student Reps on the Student Council, as well as for roles like Officer Trustee and Student Trustee. All Student Reps are part of the Student Staff Consultative Forum (SSCF). If you're curious about other committees you could be part of, check out **Section 4** of this guide.

Student Reps get elected by their peers and serve a one-year term starting from the beginning of their academic year (whether it kicks off in October, February, or June). Some Reps, known as Continuity Student Representatives (CSRs), serve a bit longer to ensure continuity for matters relating to the previous academic year.

Being a Student Rep gives you the chance to develop skills that will be great for your CV down the line.



These are just some of the learning opportunities you could benefit from:

- Communicating effectively
- Active and attentive listening
- Being organised and managing your time well
- Understanding meeting formats and etiquette
- Presenting your views, ideas and reports clearly and confidently
- Being constructive and positive
- Approaching things objectively and impartially
- Mastering negotiation and problem-solving

Once your one-year term wraps up, you'll get a certificate thanking you for your service and detailing your responsibilities. Keep this handy as it's useful for references, whether for a job or your next step in education.



2. What does a Student Rep do?

Your main activities as a Student Rep will be to:

- champion the views of your fellow students
- help shape the student experience through active engagement with our committees
- support the development and growth of the Student Guild as members of the Student Council
- sign-post students to the right staff member or the Student Guild if they need advice (see Section 5 for a list of important contacts and support networks)
- contribute to vital documents for Bloomsbury Institute's accreditation with overseeing bodies (eg. the Office for Students or professional external membership bodies)
- participate in campaigns and national/local surveys, such as promoting the completion of Student Module Evaluation Questionnaires and the National Student Survey



Post-election, you'll be invited for training led by the Head of Quality, with support from the Student Guild Manager and the Student Staff Liaison Manager. This training is mandatory and covers helpful guidance like your roles at Bloomsbury Institute and the Student Guild, committee meeting protocols, feedback gathering, and effective communication with your peers.

Plus, it's a perfect opportunity to meet other Student Reps and the team you'll be closely collaborating with from the Guild and Bloomsbury Institute. Further training will be offered through the year for other skills.



3. How you can become a Student Rep

Anyone can put themselves forward for election, provided they are a student who has not opted out of the Student Guild and are not a member of the Guild's Board of Trustees or a society leader. For more detail on the election process take a look at the [**Student Guild's Election Policy**](#).

The Student Guild actively supports our representation system and manages the annual Student Council Student Representative election process, operating independently from Bloomsbury Institute, with its own governance and management setup. You can learn more about them in **Section 5**.



4. Bloomsbury Institute Committees

Our Student Reps have a place at the table, a voice and a vote in various committees and we encourage you to use it. The only exception is in relation to the Board of Directors where the views of the Student Reps present will be considered even though they have no voting rights at this meeting.

Each committee has its own purpose and membership, but they have the following goals in common:

- To create a close-knit, quality-driven academic community
- To support engagement in top-quality research and academic growth
- To actively deliver an inclusive teaching and learning experience
- To balance academic freedom and encourage free speech, whilst respecting equality, diversity, and inclusion policies and the law
- To champion a great student journey

All Student Representatives are part of the Student Staff Consultative Forum (SSCF) and their Course Committee. Check out information on these and the other committees that Student Reps can join on the following pages.



When elected, you'll get a copy of our **Committee Handbook** which tells you all you need to know about these meetings, but to give you some brief guidance, when you sign up for a committee you are expected to:

- Know what the committee is all about
- Show up for meetings or let us know in good time if you can't
- Go through the papers before the meeting so you're up to speed
- Chat with fellow students about agenda items beforehand
- Be a positive force in the committee (talk, keep everyone in the loop, team up on document reviews)
- Share updates after the meeting
- Keep things confidential when needed
- Help evaluate the committee's work
- Complete any action points on time

Tips for collecting student feedback

Collecting and reporting feedback is a vital part of the Student Reps' role as you will be representing the voice of your peers. No experience is necessary for the role, all you need is commitment and enthusiasm.

As a Student Rep you will receive continuous training and support throughout your tenure and the help you need to succeed. The Guild have some tips and recommendations that will help.

- Plan for formal committee meetings by collecting feedback in an organised and timely fashion checking the dates of upcoming meetings with the Guild
- Make yourself known to your course through social media including MS Teams chat groups, Instagram and Facebook
- Consider asking your lecturer for permission to speak to your class at the end of the session for 10 minutes, to address your classmates and make announcements as their Student Rep



- Try to be as inclusive as possible by giving students different options of contacting you including the following:
 - Online surveys and polls, Microsoft online forms to efficiently collect opinions and instant feedback
 - Set out Regular Office Hours for students to contact you for more in-depth engagement to understand the issues
 - Offer anonymous feedback options through suggestion boxes or online forms
 - Collaborate with other Student Reps and Society Leaders associated with your course for support and access to feedback
- Attend events and workshops to encourage open conversations around student representation
- Attend both formal and informal Student Rep training to gain skills that will help you in committee meetings and in feedback gathering
- Close the feedback loop by actively reporting back to your peers on matters you've raised formally and the outcome

Remember you do not have to wait for a meeting to communicate an issue.

You can speak to the Guild at any time to help.



Code of Practice on Freedom of Speech and Academic Freedom

Whilst gathering and delivering feedback it is important to consider that in our community, we value freedom of speech and academic freedom. Our Code of Practice emphasises the importance of expressing diverse perspectives and engaging in critical thinking.

We encourage respectful dialogue while recognising the responsibility that comes with freedom of speech. Students are supported to approach discussions with empathy and tolerance, fostering an inclusive academic environment. This Code aims to empower students to express themselves freely, contributing to a dynamic space for intellectual exploration. You can find out more about this code [here](#).



Payments

Student Representatives engaged in activities such as gathering feedback, preparation, and attendance at their assigned committee meetings receive a flat rate of £50 GBP, with the exception of mandatory Course Committee meetings. For Course Committee attendance, which is compulsory, Student Reps are eligible for reimbursement of travel costs only, unless already receiving a travel bursary.

You can also claim £50 GBP for attending any of our formal training sessions or workshops on our Student Rep Training Programme. For these we will also pay reasonable travel expenses for in-person attendance, if you are not already in receipt of a travel bursary.

These can all be claimed by completing a **Student Expense Form** and sending it to quality@bil.ac.uk who will arrange payment. For travel expenses you will also need to provide a valid receipt.

Bloomsbury Institute Committees

Course Committees (CCs)

What is it?

CCs oversee the quality of student learning opportunities and the enhancement of the overall student experience. They also support the management and development of assigned courses, making sure that academic and non-academic rules and procedures, as well as those of our awarding bodies, are followed.

Who attends?

- Course Leader for course or one of the courses (Chair)
- Head of School
- Head of Student Development (or nominee)
- Other Course Leader(s) for course(s) (if applicable)
- All Module Leaders and Module Tutors for course(s)
- Head of Quality (or nominee)
- Staff member from SEWS
- Staff member from Registry
- Student Reps enrolled on course(s)

What feedback could you gather?

- Quality of teaching
- Assessments eg. timing, academic feedback, structure, questions, release of marks
- Quality of learning materials
- Course information on Canvas
- Efficacy of professional services staff on the course
- Course or module surveys

Student Staff Consultative Forum (SSCF)

The SSCF gets together every term to tackle important Institute-wide matters and make sure students have a say in shaping our key initiatives. We discuss everything from big-picture issues to how well our Access and Participation Plan is working, and we keep an eye on strategic measures and relevant reports. It's all about making sure your voice is heard and our plans are on track.

- Director of SEWS (Chair)
- Deputy Chief Operating Officer
- Head of Student Development (or nominee)
- Head of Quality (or nominee)
- A minimum of one Student Success Champion
- Staff member from Registry
- Student Staff Liaison Manager
- All Student Reps

- Policies, strategies or initiatives that are planned or have been implemented
- Surveys common to all courses
- Ease of use of Canvas and other technology
- Induction experiences
- The Student Guild / extra-curricular activities
- Support and training you receive as Student Reps



Bloomsbury Institute Committees

Board of Directors (BoD)

Academic Committee (AC)

What is it?

The BoD is ultimately responsible for everything the Institute does. The BoD makes all the final decisions on important stuff that falls under their authority. In this meeting Student Representatives will have the chance to present the Student Guild's Report.

The BoD delegate the authority of monitoring the essential academic governance areas to the AC. This includes maintaining standards, adhering to the Quality Assurance Agency - UK Quality Code and the Office for Students Regulatory Framework, making academic award decisions, advising on portfolio development and partnerships, and managing academic policies. The AC also approves policies related to admissions, assessment, course management, and student affairs. It supervises course changes and evaluates academic quality through external examiner reports.

Who attends?

- The Principal and Chief Executive Officer
- Chief Operating Officer
- Chief Financial Officer
- 6 x independent Non-Executive Directors
- 2 X Student Reps
- 2 x Staff Reps

- Principal and Chief Executive Officer (Chair)
- Deputy Principal (Deputy Chair)
- 2 x External Academic Advisors
- Head of each School
- Head of Student Development
- Head of Quality
- Director of SEWS
- President of the Student Guild (or nominee)
- 1 x Student Rep from each Course Committee

What feedback could you gather?

- Matters relating to the agenda/meeting papers
- The Student Guild Report

- Quality of teaching and learning
- Proposed amendments to existing academic regulations, policies and procedures which relate to the setting and maintaining of academic standards and the assuring and enhancing of academic quality



Bloomsbury Institute Committees

Quality Assurance and Enhancement Committee (QAEC)

Equality, Diversity, and Inclusion Committee (EDIC)

What is it?

The QAEC operates under the direct authority of the Academic Committee and is responsible for maintaining academic standards and ensuring compliance with the Quality Assurance Agency - UK Quality Code. It recommends approving policies, reviews annual reports, manages changes to Course Committee structures, and monitors teaching quality through External Examiner Reports and Response Forms.

EDIC shapes the Equality, Diversity, and Inclusion Policy and integrates these principles across all policies and procedures. It actively ensures that the policy is being followed, adapting to new legislation, regulation and best practice, and promotes other relevant policies eg. Dignity and Respect, Disability, Mental Health and Wellbeing. EDIC also analyses diversity data to address inequalities and improve and inform the Inclusive Learning Environment Framework and other strategies and approves an annual report.

Who attends?

- Deputy Principal (Chair)
- Head of School (Deputy Chair)
- 2 x External Academic Advisors of the AC
- Head of Quality
- All Course Leaders
- 1 x Academic from each of our four academic disciplines
- Academic Lead for Learning Enhancement
- Staff member from SEWS
- Staff member from Registry
- President of the Student Guild (or nominee)
- 1 x Student Rep from each Course Committee

- Head of Governance and Company Secretary (Chair)
- Lead and/or Co-Leads
- Disability and Wellbeing Manager and Advisor
- Up to 2 x Academic staff member
- Up to 2 x staff members from Professional Services
- Up to 6 x students, who will volunteer to participate as a member of the Committee because of their interest in equality, diversity and inclusion issues

What feedback could you gather?

- Quality of teaching
- Assessments eg. timing, academic feedback, structure, questions, release of marks
- Quality of learning materials
- Course information on Canvas
- Efficacy of professional services staff on the course
- Course or module surveys

- Application of and compliance with the Equality, Diversity and Inclusion Policy
- Awareness raising events
- Inclusive teaching and learning environment
- Contributing towards the review of policies and procedures, as well as any new policies and related procedures with a specific equality, diversity and inclusion focus



Bloomsbury Institute Committees

Access and Participation Committee (APC)

What is it?

The APC is responsible for monitoring all aspects of the Access and Participation Plan (APP). This includes defining the Institute's strategic direction in relation to Access and Participation, making sure to comply with regulatory requirements, evaluating associated risks, setting and monitoring KPIs, promoting and managing the APP, and recommending its approval. The APC also receives and reviews reports on the implementation of Strategic Measures within the APP and ensures the reports are based on evidence.

Who attends?

- Head of Governance and Company Secretary (Chair)
- Head of Action Planning (Deputy Chair)
- Chief Operating Officer and Chief Financial Officer
- Deputy Chief Operating Officer
- Deputy Principal
- Director of SEWS
- 2 x Student Reps, nominated by the Student President
- 1 x independent external member approved by the Committee

What feedback could you gather?

- Any proposed changes to, or redrafting of, the Access and Participation Plan
- Implementation of Access and Participation Plans

5. Important contacts/support networks

Student Guild

- Michelle Brown (Guild Manager)
- Georgiana Ursachescu (Executive Officer Engagement & Events)
- Gergana Atanasova (Executive Officer Visibility & Marketing)
- Daniel Meresanu (Executive Officer Employability & Volunteering)



Bloomsbury Institute Student Guild is an unincorporated charity which takes delegated authority from the Board of Trustees to deliver on strategy and oversee the Guild's activities detailed in the Relationship Agreement.

All students automatically become members of the Guild and our mission is "Extending the student experience beyond the classroom". We make sure that the students know about the services and support we offer out of study.

We support societies and student representation helping students to join in with activities, have fun, meet new people, and have a voice on campus.

Contact us by visiting 305 Great Portland Street or email StudentGuildStaff@bil.ac.uk

Student Staff Liaison Manager Suzanne Barry

Our Student and Staff Liaison Manager (SSLM) works closely with the Student Guild to support and enhance the engagement of Student Reps and is involved in their development through training.

The SSLM facilitates communication and collaboration between students and staff, acting as a link between the Student Guild and Bloomsbury Institute and working collaboratively to implement positive changes.



You can contact me at sslm@bil.ac.uk or find me at Bedford Square

Quality Department

- Slawomir Grzybek (Head of Quality)
- Johana Petit-Frere and Dominic Bailey (Quality Executives)

The Quality Department plays a crucial role in upholding Bloomsbury Institute's quality and standards, aligning with the institution's Corporate and Academic Governance Framework. They're in charge of overseeing the operation and review of the institute's quality assurance and enhancement policies and procedures.

Student Reps will often encounter members of the Quality team as one of their core functions is to provide secretariat services to Bloomsbury Institute committees. They are always willing to offer guidance and advice as needed.

You can contact the Quality team for all Quality related matters at quality@bil.ac.uk



SEWS

- Sarah Bailey (Director, SEWS)
- Nadia Michail (Disability and Wellbeing Manager)
- Victoria Hurley (Student Engagement and Success Manager)
- Sara Sackey (Senior Success Champion)

The SEWS Team are here to support students throughout their journey, from Induction to Graduation. Our IHE award winning team of Student Success Champions and the Disability and Wellbeing Manager provide pastoral support and guidance for our students.

We offer various student support activities and services which include monitoring of student engagement and interventions, disability and wellbeing, employability and peer learning activities, such as Peer Assisted Learning and Peer Mentoring.

SEWS are always here to provide a listening ear and offer solutions which aim to help our students navigate the barriers they may face. We are also actively involved in Student Rep training.

You can contact the SEWS team by visiting 305 Great Portland Street or by email at sews@bil.ac.uk

6. Helpful documents, words and phrases

- Check out the Student Guild's website for [Student Rep biographies and pictures](#)
- [Corporate and Academic Governance Framework](#) (Section 3 and its sub-sections cover student engagement and the role of the student in the Institute's decision-making processes)
- [The Committee Handbook](#)
- [The Student Guild's Constitution](#)
- [The Student Guild's Election Policy](#)
- [Code of Practice on Freedom of Speech and Academic Freedom](#)
- [Access and Participation Plan](#)
- [Student Expense Form](#)

Helpful words and phrases you might hear in meetings:

Agenda	A list of topics to be discussed at a meeting.
Action Tracker	A table setting out actions agreed at the meeting with details of the person responsible for taking on the action, the deadline by which the action needs to be completed and a status column. The status column can be used to provide an interim update prior to the final update.
Any Other Business (AOB)	These are any items that a member of the committee may wish to raise that were not included in the agenda.
Apologies	If a member is not able to attend the meeting, they are required to send their apologies to the Secretary of the committee.
Chair	The person with responsibility for conducting a meeting.
Cover Paper	A cover paper acts as an introduction to a paper that is being considered at a committee meeting. It includes an executive summary of the paper.
KPI	A Key Performance Indicator (KPI) is a type of performance measurement. They are used to help you measure your progress toward achieving your strategic goals.

Minutes	The written record of a meeting; resolution minutes record only the decision reached, while narrative minutes provide a record of the decision-making process
Quorum	The number of people needed to be in attendance for a meeting to take place and have decisions approved.
Secretary	The person responsible for the administration of a committee.
Standing Agenda Item	An item for discussion that will appear on the agenda for every meeting.
Summary of Changes	An overview of edits made to a paper or policy
To table	To introduce a paper or proposal for consideration in a committee meeting.

