



Student Representation Handbook 2020-21

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1. Introduction

This handbook is to be used by elected Student Representatives to help them understand the student representation system and their role within it at Bloomsbury Institute and the Student Guild. This handbook is a comprehensive and detailed document and so Student Representatives may instead wish to refer to our 'Quick Guide for Student Representatives' which provides a snapshot of what is involved in being a Student Representative.

Student Representation is organised and provided by the Student Guild (through annual elections within its membership) along with subsequent training. The Student Staff Liaison Manager (a Bloomsbury Institute member of staff) supports the Student Guild by contributing to Student Representative training and also provides a communication link between the Student Guild (the student body) and Bloomsbury Institute.

This Handbook is split into three Sections as follows:

- **Section 1** provides information that applies to all Student Representatives who act on behalf of the Student Guild within Bloomsbury Institute;
- **Section 2** sets out additional information for Student Representatives who have been nominated to attend higher-level Bloomsbury Institute meetings such as Academic Committee and
- **Section 3** covers the role of Student Representatives within the Student Guild.

The appendices include useful information such as all the key dates for meetings and or events that Student Representatives will need to attend. You will also find Job Descriptions there too.

Relevant documents that Student Representatives might also like to look at include:

- Quick Guide for Student Representatives
- Bloomsbury Institute's Corporate and Academic Governance Framework¹ (Section 3 and its sub-sections) covers student engagement and the role of the student in the Institute's decision-making processes;
- The Course Committee Handbook and if relevant, the Handbooks for Academic Committee or the Quality Assurance and Enhancement Committee. Relevant Handbooks will be provided to Student Representatives;
- The Student Guild's Constitution (see www.bil-guild.org) and
- The Student Guild's Election Policy (see www.bil-guild.org).

2. Section One

2.1 What Student Representatives do

Each academic year (October for new and continuing students and January for new students) students from each course and year cohort elect Student Representatives to act as the student voice for their cohort within Bloomsbury Institute. The full and official name for a Student Representative is 'Student Council Student Representative or SCSR' (because they also collectively form the Student Guild's Student Council – see Section 3). However, for simplicity, we refer to Student Council Student Representatives as 'Student Representatives' or Student Representatives'.

¹ www.bil.ac.uk/qem - Section 1

Generally, Student Representatives get involved with:

- Gathering information on how their student peers feel about their student experience, including their experience of academic and professional services and attending some meetings organised by Bloomsbury Institute to discuss this information. Then, after the meetings, they are responsible for feeding back to their peers on what was discussed;
- Being someone that fellow classmates can talk with if they have an issue with their student experience - or even to hear a great idea to improve things! Remember though that Student Representatives are not counsellors, but rather fellow students who can help their classmates by perhaps directing them to appropriate staff within Bloomsbury Institute (or the Student Guild if they need independent advice) or help or just to have someone there to listen and where relevant, take note of any feedback;
- Occasionally being consulted on / asked to contribute to documents necessary for Bloomsbury Institute's continued accreditation with its overseeing bodies (e.g. the Office for Students, Quality Assurance Agency, or perhaps professional external membership bodies) and
- Helping with campaigns or national/local surveys.

2.2 Dealing with day-to-day issues

2.2.1 Academic matters

When we talk about 'academic matters', we mean something directly connected to study – for example, queries on how an assessment was marked. However, this does not mean that Student Representatives can comment on specific grades awarded for particular assessments.

A student with an issue relating to an academic matter can speak to a Student Representative, who should advise them about the most appropriate course of action to follow. The advice to give would firstly **always be to speak to the relevant lecturer before anyone else**. However, it is recognised that sometimes a student may not want to approach a lecturer – especially if an issue relates to them. In this instance or after a meeting with the lecturer where a matter is not resolved, then the Course Leader can be approached. The Course Leader will explain to the student what their options are and what the next steps should be. If preferred, students or Student Representatives can raise an academic matter with the Student Staff Liaison Manager who will give advice and refer the matter on to the appropriate staff member or, if deemed non-urgent, take note of the matter for referral to the relevant committee. You can contact Student Staff Liaison Manager at ahmed.junaid@bil.ac.uk

It is recommended that students firstly email the relevant Lecturer / Course Leader to ask for a virtual or face-to-face meeting rather than just turning up at the offices because they may not be available at that time.

2.2.2 Non-academic matters

Issues not related to academic matters can be reported to the Student Representative who should raise this with the Student Staff Liaison Manager (SSLM), this can be done by arranging either a virtual or one-to-one meeting. The SSLM will try to resolve the matter quickly or liaise with relevant staff to take the matter forward. If the issue is not deemed urgent, the SSLM may also take note of it and agree with the Student Representative that it should be raised as an agenda item at an appropriate committee, especially in the case where it relates to multiple students.

If the student is not happy with the outcome of any attempts to resolve an issue, the SSLM can refer the student to our formal complaints procedure. It is vitally important that Student Representatives give regular feedback to Bloomsbury Institute on the views of their student peers. This feedback may include concerns and/or positive feedback.

2.2.3 Meetings with the SSLM

Due to the current restrictions imposed on face-to-face meetings, where possible meetings with the SSLM should be arranged virtually. Student Representatives can send a meeting request to the SSLM

so that a time and medium can be agreed. Mostly these meetings will take place via MS Teams. However, if it is deemed necessary to have a face-to-face meeting, this can be arranged upon request.

2.3 Key meetings: for all Student Representatives

Whilst there are a number of ways that students can express their opinions on their student experience, (e.g. through the National Student Survey or internal student surveys such as the Student Module Evaluation Questionnaires), there are also formal meetings, organised by Bloomsbury Institute, in which they can do so. Basically, a Student Representative will be invited to attend a formal meeting to represent the views of their fellow classmates. The key meetings that all Student Representatives need to know about are:

- **Course Committees:** formal meetings that happen twice per academic year and cover information and discussion that relates specifically to a course. For example, the Undergraduate Business and Management Course Committee that covers years 1, 2 and 3 of the degree.

Who attends?

All the Student Representatives that belong to a course or courses that fall under the remit of that Committee. For example, for the Undergraduate Law Course Committee, all Student Representatives in years 1, 2 and 3 of the 3-year Law degree.

- **Student and Staff Consultative Forum (SSCF):** formal meetings that again happen twice per academic year. The SSCF meetings run to ensure effective institute-wide student representation and consultation. The SSCF formally considers and actions institute-wide issues and also provides a forum through which Bloomsbury Institute can fully consult and engage with students with regards to the development of key strategic and management initiatives.

Who attends?

All Student Representatives – across all courses.

Student Representatives will be contacted in good time by the appropriate Committee Secretary when their presence is required at a meeting and they will also be provided by email with relevant committee paperwork that is due for consideration at in the meeting. Student Representatives should reference the relevant Committee Handbook for more information. Paperwork is only sent to a student's Bloomsbury Institute email address.

2.4 Generally, what happens in these meetings?

- Each committee has an agenda which informs the members about the topics to be discussed in that session.
- The minutes (report/summary) from the previous committee meeting are reviewed for approval and an update given on any actions arising from previous meetings.
- New business is discussed according to the agenda.
- Student Representatives represent the students in their cohort year and have full membership of the committees.
- Student Representatives have an equal vote with every other member (excluding the Board of Directors where although their views are considered, neither the student representative nor the staff representatives have voting rights).
- Student Representatives are not just observers. They have a key role to play within the decision-making process within committees.

2.5 What do Course Committees cover?

Course Committees are accountable to 'higher-level' academic committees - the Academic Committee (AC) and Quality Assurance and Enhancement Committee (QAEC) and the following areas show the key areas within their remit:

- Furthering the objects of the company as set out in **Regulation 3** of the Articles, and within the context of the power to deliver high-quality education:
 - ensuring the establishment of a self-critical, cohesive academic community that has a commitment to quality assurance supported by effective quality and enhancement systems
 - ensuring staff are supported to engage in high-quality research
 - actively promoting and applying equality, diversity and inclusion throughout the company, and promoting an inclusive teaching and learning environment
 - ensuring respect for the principle of academic freedom, subject to compliance with the company's equality, diversity and inclusion policies and procedures, and subject to compliance with any legislative or regulatory requirements
 - ensuring respect for the principle of freedom of speech for all students enrolled on a course delivered by the company, members of the Bloomsbury Institute Student Guild, staff employed by the company, external speakers, the directors and the shareholders, subject to compliance with the company's equality, diversity and inclusion policies and procedures, and subject to compliance with any legislative or regulatory requirements
 - ensuring the provision of a high-quality student experience
- Contributing to the effective setting and maintaining of academic standards and the assuring and enhancing of academic quality
- Ensuring the Expectations of the Quality Assurance Agency (QAA) UK Quality Code for Higher Education are met
- Ensuring that our academic and non-academic regulations, policies and procedures and those of our awarding bodies are appropriately reflected in the organisation and delivery of courses
- Advising the Managing Director and Academic Principal and other managers on the effective management and operation of courses
- Advising the Managing Director and Academic Principal and other managers on the resources available to and required for their courses
- Ensuring that appropriate arrangements are made for the evaluation of courses by staff and students to ensure their continuous enhancement
- Receiving Initial Course Evaluations (ICEs), Student Module Evaluation Questionnaires (SMEQs) and End-of-Year Course Evaluations (ECEs) [for consideration and action]
- Receiving External Examiner Reports and External Examiner Response Forms and monitoring the completion of any actions
- Monitoring and evaluating the delivery and assessment of courses and their constituent modules, giving full consideration to Module Monitoring Reports and External Examiners' reports
- Evaluating and making recommendations on the guidance and support available to students

- Recommending to the QAEC the approval of course-specific Annual Course Evaluation Reports and Annual Monitoring and Evaluation Reports
- Monitoring the implementation of course-specific Annual Course Evaluation Action Plans, and Annual Monitoring and Evaluation Action Plans
- Considering proposals for major and minor modifications to courses, and submitting any modification proposals to the QAEC in accordance with our Curriculum Modification Procedures
- Receiving the following for consideration and action:
 - Periodic Course Review Reports
 - minutes of the QAEC
 - minutes of the SSCF

2.5.1 Course Committees in 2020-21

The Course Committees in operation during 2020-21 are as follows:

- Course Committee: Foundation Year of 4-year undergraduate Degrees
- Course Committee: Undergraduate Business
- Course Committee: Undergraduate Law
- Course Committee: Undergraduate Accounting and Financial Management.

See Appendix 1 for the meeting dates in 2020-21.

2.5.2 What types of feedback are relevant to bring up at Course Committees?

As a Student Representative at a Course Committee, you will be representing the views of your classmates in your particular year of the course. Together, Student Representatives should be able to feedback views that represent students on all years of their course. Student Representatives are advised to gather feedback from classmates that is relevant to their student experience on the course. Non-course specific or 'Institute-wide' feedback should be taken to the Student Staff Consultative Forum (SSCF). The meetings of the Student Council will allow the Student Representatives to understand how feedback will be taken to different committees.

Typical but not exclusive examples might include feedback on:

- The quality of teaching on the course generally or on specific modules
- How students have found assessments – comments on timing, academic feedback, structure of / questions within assessments or the release of marks
- The quality of learning materials or perhaps the provision of course information on Canvas
- The efficiency of professional services staff in relation to the course
- Course or module surveys

Note: Student Representatives can, of course, bring 'issues', but they can also bring positive feedback!

Since Course Committees will consider how a course has performed over the previous academic year, it is important that Bloomsbury Institute hears feedback from students from the previous year. To have this assurance (because new students won't be able to comment), wherever possible, 'Continuity Student Representatives or CSRs' will be sought to attend just the first Course Committee in an academic year to provide feedback for the previous year. These CSRs will attend just one Course Committee in addition to the newly-appointed Student Representatives.

2.6 What does the Student Staff Consultative Forum (SSCF) cover?

To ensure effective Institute-wide student representation and consultation, a single SSCF meeting convenes at least once a semester. The SSCF formally considers and actions Institute-wide issues and also provides a forum through which Bloomsbury Institute can fully consult and engage with students with regards to the development of key strategic and management initiatives.

The Senior Management and Leadership Team (SMLT) and Quality Assurance and Enhancement Committee (QAEC) can refer items to the SSCF if they determine that Institute-wide student consultation and engagement is required prior to exercising their decision-making powers. The minutes of the SSCF are formally considered and actioned by the SMLT and QAEC.

The SSCF is attended by all the Student Representatives and since all the Student Representatives represent each course and year, comprehensive representation is provided for the entire student body.

What the SSCF does:

The SSCF is responsible for providing a forum through which we consult and engage with students with regards to, *inter alia*:

- Institute-wide issues relevant to the student body
- The development of key strategic and management initiatives (including those referred to the SSCF by the Senior Management and Leadership Team (SMLT) or the Quality Assurance and Enhancement Committee (QAEC))
- Effectiveness of the student representative drop-in sessions

To ensure the SSCF is fully engaged with implementation and evaluation of our Access and Participation Plan, the SSCF will receive, for information:

- Monitoring Reports on Implementation of the Strategic Measures (i.e. actions) that are included in our Access and Participation Plan
- Annual Access and Participation Plan Impact Reports

The SSCF minutes are received by:

- Senior Management and Leadership Team (SMLT) [for consideration and action]
- Academic Committee (AC) [for information]
- Quality Assurance and Enhancement Committee (QAEC) [for consideration and action]
- Course Committees (CCs) [for consideration and action]

2.6.1 What types of feedback are relevant to bring up at the SSCF?

All Student Representatives attend the SSCF so that all courses and years can be both represented and consulted with wherever possible. In terms of feedback, Student Representatives should aim to bring 'issues' or good news that goes beyond their course and which is not too course specific. For example, raising comments on how well an assessment in their particular course's module has been taught – this type of issue should have been taken to the relevant Course Committee.

Typical but not exclusive examples might include feedback on:

- a policy, strategy or initiative that Bloomsbury Institute is planning or has launched. Look at the SSCF agenda and papers - consult with your classmates – is a new policy / idea a good one or not?

- surveys common to all courses – for example, Student Module Evaluation Questionnaires (SMEQs) – what have your classmates said about these?
- the ease of use of Canvas
- how classmates have reported their experience of induction
- the Student Guild / extra-curricular activities.
- do you feel supported as a Student Representative? Was the training any good?

2.6.2 So how do Student Representatives gather the views of their classmates and then report back to them after a committee or meeting?

It is really important that you bring feedback that is also representative of your classmates – not just your opinions! Student Representatives should remember that quite often, they will not be the only Student Representative for their group of classmates. If there is more than one Representative, then you should work together and even agree to take it in turns to gather and report back feedback. If you are the only Representatives, then you will need to take this on by yourself – but the Student Guild will support all Student Representatives via its Student Council of which all Student Representatives are members.

The Student Council (which is formed by all Student Representatives) is a Student Guild run meeting and acts to support the development of the Student Guild itself. Whilst being a Student Guild meeting which deals with Student Guild business, the Student Council is nevertheless made up of all Student Representatives, and the Student Guild needs to be assured that the student voice is being heard within Bloomsbury Institute. To this end, the Student Council will ask Student Representatives to confirm their activity in gathering / feeding back information for Bloomsbury Institute in its meetings. Support would be discussed where Student Representatives are struggling to fulfil their responsibilities.

The Student Guild supports Student Representatives to gather feedback and report back following a meeting by providing a dedicated area on its website (www.bil-guild.org). Following their election, Student Representatives will have their picture, the Course(s) that they represent and a short biography posted up on the website. There will also be an 'announcements' box for each Student Representative. The announcements box will:

- Show the Course Committee and SSCF meeting dates along with relevant meeting paperwork (agenda, last set of minutes, papers on discussion items);
- Allow students to send through a free-text message to the Student Representative (either anonymously or with their email address) – on something that they would like raised in either the SSCF or Course Committee meeting. [The Student Guild would receive this and pass on to the Student Representative.]
- Enable the Student Representative to report back on anything that was sent to them to raise in the meeting. [The Student Guild would receive the report back and post it. The Student Guild may also post key outcomes or information of interest.]

A great way to spread the word about the website (for classmates to give feedback / receive it back) is for Student Representatives to make an announcement to their classmates at the start or end of a lecture about upcoming meetings. Make sure though that you seek the agreement of the lecturer first.

In addition to the Student Guild website, Student Representatives are very much encouraged to use WhatsApp to keep in contact with other Student Representatives and to also receive information and meeting reminders from the Student Guild. The WhatsApp groups are set up and managed by the Student Guild and form the official WhatsApp accounts for the Guild. WhatsApp groups set up by students or Student Representatives outside of the official Student Guild accounts, would not be recognised for the purposes of maintaining effective Student Representation liaison.

Student Representatives are also encouraged to arrange pre-meetings ahead of Course Committees or SSCFs to share their ideas and agree collective views or approaches. The Student Guild Manager should be contacted to facilitate a meeting space for such meetings.

3. Section Two: Higher-level Committees / meetings

Following their election, a number of Student Representatives are invited to take on additional duties through membership of and attendance at higher-level Bloomsbury Institute committees.

The higher-level committees are: the Board of Directors, Academic Committee (AC) and the Quality Assurance and Engagement Committee (QAEC). As part of their additional duties, Student Representatives sit on only one of these meetings.

In accordance with the Student Guild's Election Policy, appointment to the higher-level committees is made by the Student President. Each committee is described below and so if you have been appointed to also be a Student Representative for one of these meetings (in addition to the usual requirements for Student Representatives), this information will be of interest.

3.1 Board of Directors

Bloomsbury Institute is a limited company and in common with all limited companies, has directors that meet regularly and consider the company's overall operation and performance, its business needs and future strategies. The Board of Directors is made up of a number of directors and some are employed by Bloomsbury Institute (Executive Directors) and others who are not (Non-Executive Directors) and bring an external perspective. In terms of Institute staff, the Executive Directors are John Fairhurst (Managing Director and Academic Principal) and Shabnam Karim (Finance Director). There are four Non-Executive directors. Maria Jackson (Head of Equality, Diversity and Inclusion) acts as Company Secretary, but is not a director.

In addition to the directors, the Board invites two elected Staff Representatives from Bloomsbury Institute and two Student Representatives (one of whom is ordinarily the Student President) to attend Board meetings.

Whilst the Board of Directors is Bloomsbury Institute's ultimate decision-making body, both the Corporate and Academic Governance Framework (CAGF) and the company's Articles of Association make it clear that the company shall comply with the relevant code of conduct for higher education in the UK. (See CAGF p.16 'Corporate Governance Arrangements' for more information).

What this all basically means is that Bloomsbury Institute, whilst a profit-making organisation, is set up to put its place as a provider of quality higher education first and foremost.

3.1.1 Student Representation participation

Only one Student Representative is required to be appointed. In accordance with the Student Guild's Election Policy, the appointment is made by the President of the Student Guild shortly after Student Representatives are elected (October session). The appointed Student Representative would accompany the President of the Student Guild to each meeting. Student Representatives can claim expenses (see appendix 3 for details). The Board of Directors meets every two months. See Appendix 1 for dates.

3.1.2 What do I need to do as a Student Rep?

Student Representatives are encouraged to participate in Board discussions. If felt appropriate, the Student President can liaise with his/her fellow Representative and via the Student Guild website, seek any relevant student feedback to raise (in relation to any of the meeting's agenda items). The Student President can then arrange for an announcement to the study body to be made via the Student Guild website for anything of interest.

Whilst the Student Representatives are not directors and cannot vote on matters, before the directors make any decision, the Chair will ensure that the Student Representatives can make their views known and such views will be taken into account by the directors when making a decision.

3.2 Academic Committee

The Academic Committee (AC) is Bloomsbury Institute's senior academic committee and is the primary academic decision-making committee for the Institute. The Board of Directors (i.e. the governing body

for Bloomsbury Institute) delegates responsibility for academic governance to the Academic Committee.

Broadly, the Academic Committee looks after:

- all aspects of academic governance;
- establishing, maintaining and implementing academic regulations, policies and procedures (that relate to academic standards and assuring and enhancing academic quality);
- decision-making for academic awards and;
- advising Bloomsbury Institute's shareholders, Board of Directors, its Senior Management and Leadership Team (SMLT) and the Quality Assurance and Enhancement Committee (QAEC) as necessary.

It deals with:

- Receiving the following for information:
 - Access and Participation Plan
 - External Examiner Reports and External Examiner Response Forms
 - Annual Course Evaluation Reports and Overview Annual Course Evaluation Report
 - Annual Monitoring and Evaluation Reports (which will include commentary on External Examiner Reports) and Overview Annual Monitoring and Evaluation Report
 - Teaching Excellence and Student Outcomes Framework (TEF) provider submission
 - Reports on the operation of the Student Complaints Policy and Procedures [that may include anonymised summaries of student complaints]
 - Course Committee minutes
 - Student Staff Consultative Forum (SSCF) minutes
 - Research Ethics Committee minutes
 - Periodic Course Review Report
- Receiving the following for consideration and action:
 - Reports on the National Student Survey and Graduate Outcomes
 - Board of Director minutes
 - Senior Management and Leadership Team (SMLT) minutes
 - Quality Assurance and Enhancement Committee (QAEC) minutes
 - Equality, Diversity and Inclusion Committee (EDIC) minutes
 - Equality, Diversity and Inclusion Reports
 - Monitoring Reports on Implementation of the Strategic Measures (i.e. actions) that are included in our Access and Participation Plan
 - Equality, Diversity and Inclusion Annual Report
 - Annual Access and Participation Plan Impact Report

The Academic Committee may refer action points to the Board of Directors, SMLT, QAEC, the Head of Quality and Compliance, the Academic Registrar or the Head of Equality, Diversity and Inclusion at Bloomsbury Institute.

3.2.1 Student Representative participation

Membership includes one Student Representative from each course committee. In accordance with the Student Guild's Election Policy, the President of the Student Guild will appoint Student Representatives shortly after their election (October session). There is usually at least one meeting per semester. Student Representatives can claim expenses (See appendix 3 for details).

3.2.2 What do I need to do as a Student Representative?

Academic Committee is the primary academic governance meeting within Bloomsbury Institute and could be described as providing Student Representatives with a holistic insight into what is going on within the Institute – at the very top-level of academic decision-making. Attending will also present the opportunity for Student Representatives to provide a student voice and opinion (on behalf of their classmates) in relation to matters covered in meetings.

It is recognised that the way Student Representatives will engage with Academic Committee will be very different to Course Committees and the SSCF – for example, bringing feedback from fellow students. It is envisaged that Student Representatives will represent the students on their course by assuming a personally driven responsibility to engage with areas of interest to the student body on their behalf as and when required.

Some meeting documents or discussion items will be more immediately relevant and of interest to students than others and those deemed relevant will be flagged by the committee secretary when papers are sent out before a meeting. Student Representatives should at the very least read and think about any flagged items or documents. Should Student Representatives have something to say around information they have been sent or on any matter being discussed in a meeting, they are encouraged to do so. Equally, Student Representatives should feel free to share any information to be covered at Academic Committee or after meetings with those students on their course. Student Representatives can make use of the Student Guild website for this purpose.

In order to reach out to those they represent, Student Representatives can make announcements about Academic Committee on the private area on the Student Guild website. The Student Guild will assist by posting alerts for upcoming meetings and by making any relevant announcements arising from meetings.

In addition, it is recommended that whenever possible, all Student Representatives (for Academic Committee), meet up before the actual meetings to discuss agenda items and any common areas of interest. Student Representatives should also make use of the WhatsApp groups administered by the Student Guild in order to liaise with fellow committee Student Representatives.

3.3 Quality Assurance and Enhancement Committee (QAEC)

The QAEC is an intermediate committee, sitting above the Course Committees and below the Academic Committee in terms of reporting lines. The QAEC undertakes a supervisory role on behalf of the Academic Committee, and is under the direct control of the Academic Committee.

3.3.1 What it does:

The QAEC looks after matters including (not exhaustive!):

- ensuring there is respect for the principle of academic freedom, subject to compliance with the company's equality, diversity and inclusion policies and procedures, and subject to compliance with any legislative or regulatory requirements;
- ensuring there is respect for the principle of freedom of speech for all students enrolled on a course delivered by the company, members of the Bloomsbury Institute Student Guild, staff employed by the company, external speakers, the directors and the shareholders, subject to

compliance with the company's equality, diversity and inclusion policies and procedures, and subject to compliance with any legislative or regulatory requirements;

- ensuring the provision of a high-quality student experience;
- contributing to the effective setting and maintaining of academic standards and the assuring and enhancing of academic quality, and ensuring the Expectations of the Quality Assurance Agency (QAA) UK Quality Code for Higher Education are met;
- approving changes to the Course Committee structure;
- having oversight of the Quality and Enhancement Manual;
- having oversight of the quality of teaching;
- recommending to Academic Committee the approval of our Teaching Excellence Framework provider submission;
- referring matters to the Senior Management and Leadership Team (SMLT) if the QAEC determines that consultation and engagement with the SMLT is required prior to exercising its decision-making powers;
- referring matters to the Student Staff Consultative Forum (SSCF) if the QAEC determines that institution-wide student consultation and engagement is required prior to exercising its decision-making powers;
- recommending to Academic Committee the approval and/or amendment thereto of academic regulatory, policy and procedural documents. Such documents, which will be incorporated within the Quality and Enhancement Manual, include, *inter alia*, Student Assessment Appeals Procedure, Assessment Procedures: Validated Degrees, and Engagement Policy and;
- approving Annual Course Evaluation Reports and allied or separate quality reports received from within Bloomsbury Institute or externally.

The QAEC may refer points to Academic Committee, the Senior Management and Leadership Team, Course Committees, the SSCF and the Equality, Diversity and Inclusion Committee.

3.3.2 Student Representative participation: QAEC

As for Academic Committee, one SR from each course committee is required to attend. In accordance with the Student Guild's Election Policy, Student Representatives are appointed by the President of the Student Guild shortly after being elected (October session). Student Representatives appointed as members of the QAEC cannot be the same Student Representatives who are appointed as members of Academic Committee. There is one meeting of QAEC per month. See Appendix 1 for the dates. Student Representatives can claim expenses (See appendix 3 for details).

3.3.3 What do I need to do as a Student Representative?

As mentioned above, the QAEC undertakes a supervisory role on behalf of Academic Committee. The QAEC will often be asked to review and discuss various policies, procedures and reports that will later be presented at Academic Committee for final approval. The QAEC meets every month and is an excellent meeting in which Student Representatives can really engage and provide student representation on behalf of their peers.

In common with Academic Committee, some meeting documents or discussion items will be more immediately relevant and of interest to students than others and the meeting Secretary will flag matters of note for Student Representatives accordingly. Student Representatives can make use of the private area on the Student Guild website to gather opinion or share information.

4. The Student Guild

4.1 Governance and management

Bloomsbury Institute's Student Guild is an unincorporated Association. Gov.uk (2017) states that an unincorporated association is "...an organisation set up through an agreement between a group of people who come together for a reason other than to make a profit (for example, a voluntary group or a sports club)". In the case of the Student Guild, the "people who have come together" are both Bloomsbury Institute and, effectively, its students. Whilst the provisions for student unions contained in the Education Act 1994 do not apply to the Student Guild (because Bloomsbury Institute is not an "establishment" to which the Education Act 1994 applies), the Student Guild does have its own Constitution (see www.bil-guild.org) and this seeks to comply with the Act's provisions.

In common with other similar organisations in the UK – in the majority known as student unions - the Student Guild is an independent body and importantly, independent of the Institute. Whilst Bloomsbury Institute provides an annual grant to the Student Guild in order for it to carry out its mission and functions, the Institute must maintain a respectful distance in relation to the Student Guild and allow it to operate independently through its own policies and governance arrangements.

The Student Guild has its own three-year strategy that sets out its goals and objectives for each academic year. The Board of Trustees (BoT) is the overall governing body of the Student Guild and approves the Student Guild's strategy as well as other policies and procedures that are concerned with governance or are connected with legal or high-level responsibility. The BoT is made up of trustees appointed from both the Student Guild and from Bloomsbury Institute. The membership for 2020-21 is as follows:

- from Bloomsbury Institute, there are currently three Appointed Trustees – the SSLM, Ahmed Junaid, the Head of Communications, Lydia Hesketh, and the Finance Director, Shabnam Karim, and these trustees are in post for up to four years and;
- from the Student Guild and for 2020-21, Nasser Kazinda who was elected as Student President, and Leone Vitale, Simona Enache and Olga Prusinowska who have been elected as Student Trustees. In addition, the Board of Trustees has a further Officer Trustees for 2020-21 with Isabella Epure being Activities Officer.

Both Student Trustee and the Student President are elected for one year and elections for these roles, are held by secret ballot in early spring each year. The newly-elected Student President immediately assumes a temporary Trustee role and is known as the President-Elect. The President-Elect position is dissolved at the start of the new academic year at which time the post-holder officially starts their term as Student President. Newly-elected Trustees also take up office at the start of the new academic year. In the event that further Student Trustees (or indeed a new President) are required to be elected outside of the usual spring-time election period, the Student Guild Constitution (see www.bil-guild.org) gives the Student Council (i.e. all the Student Representatives) the power to elect in new trustees by majority vote.

The Student Guild is managed day-to-day by the Student Guild Manager, Shola Fiberesima and the manager reports to the Board of Trustees.

The Guild Manager ensures that policy and procedures are adhered to and also creates new policy and procedures when required to do so. Any new policies developed or updated by the Guild Manager must involve consultation with the Student Council.

The SSLM is employed by Bloomsbury Institute. The SSLM works very closely with the Student Guild and provides both guidance and support to the Student Guild in terms of Institute policy and procedures. The SSLM also:

- references personal student data from Bloomsbury Institute internal systems when required and gives students or Peer Advisors relevant advice on particular matters;
- works closely with the Student Guild on the management of the student representative system;

- provides first-line advice and support for Student Loan Company enquiries;
- provides a communication link between the Student Guild and Bloomsbury Institute and;
- is an Appointed Trustee of the Board of Trustees.

4.2 Student Council

The Student Guild, as previously mentioned, is governed by the Board of Trustees. However, all elected Student Representatives collectively make up the Student Guild's Student Council and this entity has its own decision-making influence within the Student Guild. The Guild Manager, whilst not a Student Council member, attends Student Council meetings and acts as its Secretary. Whilst the Board of Trustees is the ultimate decision-maker within the Student Guild, the Student Council, in accordance with Clause 14 of the Constitution, must be consulted regarding any proposed amendments to the Student Guild's Constitution before final approval by the Board of Trustees.

The Student Council:

- provides a consultative function to the Board of Trustees in relation to the Guild's strategy, development and performance;
- subject to Clause 64 of the Constitution and following Board of Trustee approval, set Policy of the Guild in its own right;
- subject to Clauses 21-24 of the Constitution, refer Policy to Referenda of the Members;
- receives an annual report from the Trustees and;
- appoints associate members in accordance with Clause 19 of the Constitution.

5. Removal of a Student Representative

There are formal provisions for removing Student Representatives or appointing replacements in the event of a resignation. The Student Guild's Election Policy sets out the arrangements.

6. Training

Shortly following their election, and before any attendance is required at any meetings, the Guild Manager will arrange and deliver a general training session with assistance from the Quality and Compliance Division and the SSLM. This general training aims to bring to life some key content areas contained within this document in a fun, relaxed and interactive way. The general training will include enough information to enable Student Representatives to prepare and engage with Course Committees and the Student Staff Consultative Forum (SSCF). It will also cover the role Student Representatives play within the Student Guild.

Additionally, the Student Guild will arrange and deliver further practical training for Student Representatives that are appointed to also be members of a high-level committee.

7. Why be a Student Rep?

- You will have the opportunity to help shape the development of Bloomsbury Institute and the Student Guild by ensuring that the views of students are heard and taken into account.
- If you take the role seriously, you will develop skills in communication, leadership as well as the workings of formal committees which will enhance your employability skills.
- You will receive a certificate to document your service, and our appreciation for your contribution as well as a letter that details your responsibilities as an Student Representative and which can be provided as a reference tool.

- Being an elected student representative indicates that people trust you and rely on your representation and judgement. Employers recognise the value of being a student representative and you should add the experience to your CV.

8. Appendix 1

Bloomsbury Institute convened meetings for 2020-21.

Formal invites will be sent ahead of the meetings. Student Representatives (SRs) must always confirm whether they will be attending to the relevant committee secretary and to the Guild Manager and SSLM.

Meeting	When?	Which SRs?
Course Committees:	<p>2 rounds of meetings per academic year: October 2020 and February 2021.</p> <p>Foundation Year: 28 October 2020 11am - 12:30pm BABM: 28 October 12pm-2pm AFM: 29 October 10am-12pm Law: 28 October 2pm-4pm</p> <p>Second set of Course Committees should be held during February 2020 – dates to be announced.</p>	All SRs that are enrolled on a course that is covered by the Committee.
SSCF	<p>2 meetings per academic year:</p> <p>13 November 2020 3pm start</p> <p>Second SSCF should be held in February 2021 – date to be announced.</p>	ALL SRs
QAEC:	<p>Usually 2.00 – 4.00pm:</p> <p>18 November 2020 16 December 2020 20 January 2021 17 February 2021 17 March 2021 21 April 2021 19 May 2021 16 June 2021 21 July 2021 September 2021 TBC October 2021 date TBC</p>	One SR from each Course Committee plus the Student President. Appointed following election as an SR.
Academic Committee:	<p>25 November 2019 – 12:30-3:30 24 March 2021 2-4pm 9 June 2021 12-3:30pm</p>	One SR from each Course Committee plus the Student President. Appointed following election as an SR.

Student Guild convened meetings for 2020-21.

Meeting	When?	Which SRs?
Student Council	Gatherings: once each month on Thursdays at Student Central as follows – dates to be confirmed Two formal meetings will be scheduled – dates to be confirmed.	ALL SRs
Annual General Meeting (AGM)	Date to be announced	All SRs

9. Appendix 2

Student Representative Job Descriptions

General: all Student Representatives

- To attend all relevant training events
- To commit to acting professionally and with integrity showing respect for Bloomsbury Institute and the Student Guild's Equality, Diversity and Inclusion Policy
- To attend Course Committees, gather discussion items from your peers for meetings and to feedback on these / matters of interest post-meeting; to use available resources provided by the Student Guild (e.g. website) to promote, gather and report back to classmates
- To attend the Student Staff Consultative Forum (SSCF), gather discussion items from your peers for meetings and to feedback on these / matters of interest post-meeting; to use available resources provided by the Student Guild (e.g. website) to promote, gather and report back to classmates
- To use and engage with the WhatsApp groups administered by the Student Guild
- To attend Student Guild gatherings and meetings
- To bring issues to the attention of the Student Staff Liaison Manager (SSLM)
- To signpost peers to support and advice
- To encourage peers to complete surveys – e.g. Student Module Evaluation Questionnaires (SMEQs)
- To promote engagement with surveys e.g. the National Student Survey (NSS)
- To promote engagement with the Bloomsbury Institute teaching awards
- To engage with Bloomsbury Institute Lunchtime Dialogue events: help set up, promote and attend if asked
- To participate in the Student Guild Annual Anniversary Celebration and other Guild set events.

Student Representatives appointed to higher-level meetings (duties in addition to the above):

Bloomsbury Institute:

- To also attend and engage with one of the specific meetings: Academic Committee, Quality Assurance and Enhancement Committee or Board of Directors
- From time to time and when felt appropriate, gather classmate feedback for meetings and report back to those they represent making use of Student Guild resources (e.g. website)

10. Appendix 3

Student payments 2020-21

Nature of claim	Eligible for	Other information
Board of Trustees (Guild)	£0	This is what the Trustees are expected to attend as part of the role.
Board of Directors (Bloomsbury Institute)	£30 flat payment	Expenses form (Bloomsbury Institute).
Academic Committee	£40 flat payment	Expenses form (Bloomsbury Institute).
QAEC	£20 flat payment	Expenses form (Bloomsbury Institute).
SSCF	Travel cost only, on presentation of receipts (see other information)	This is what the SCSRs are expected to attend as part of the role, but if they do not have a class on the day of the meeting, Bloomsbury Institute reimburses the travel cost. Expenses form (Bloomsbury Institute).
Course Committees	Travel cost only, on presentation of receipts	As for SSCF above. Expenses form (Bloomsbury Institute).
Equality Diversity and Inclusion Committee	£20 flat payment	Expenses form (Bloomsbury Institute).
Student Focus Groups	£25 flat payment per half day £50 flat payment per full day	Expenses form (Bloomsbury Institute).
Training session or other meeting convened by Bloomsbury Institute or the Student Guild	Travel cost only, on presentation of receipts	<ul style="list-style-type: none"> • Eligible only if no class on the same day • Expenses form (Bloomsbury Institute or Guild) • Requires receipt(s) • Travel by vehicle 40p per mile.
PA work (within the Student Guild Hub) Or Work elsewhere requiring PAs (within/for any Bloomsbury Division)	£10.70 per hour	<ul style="list-style-type: none"> • No expenses payable • Always paid via the Student Guild monthly payroll: hours inserted onto monthly PA timesheet • Student's responsibility to ensure all hours are included • Any proposed work for PAs must be approved firstly by the Guild Manager and the Guild Manager will facilitate contact between the PA and the relevant Bloomsbury Institute member of staff.
Induction help for societies	£25 flat payment per half day £50 flat payment per full day	<ul style="list-style-type: none"> • Society Leaders only (max. 1 claim per society per day) • Expenses form (Guild).

Note 1: if PAs are doing work for the Institute and the Guild has informed Bloomsbury Institute that there is no more budget, the Bloomsbury Institute member of staff requiring the PAs will have to create an LVP/POR in order to approve the funds to come from the Institute's budget. The PO number should



be sent to the Guild and this will be transferred accordingly by the Finance department i.e. **the PAs are still paid through the Guild Payroll.**

Note 2: students must complete the correct Expenses form i.e. either the Bloomsbury Institute or Student Guild version. Expense forms must be approved by a Bloomsbury Institute Head of Division or the Guild Manager and then emailed to Finance.