



**BUCKS
STUDENTS'
UNION**

Making life better
for students at Bucks

STUDENT REP HANDBOOK

October 2024



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**MONDAY 24 FEBRUARY TO
FRIDAY 28 FEBRUARY 2025**

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Welcome

Welcome to your Student Rep Handbook! This handbook is designed to be the first port of call for information during your time as a rep but is just one of the many mechanisms we have in place to support the work you do in representing your peers.

Representation is the core function of your Students' Union. It is the reason we were formed and why we still exist today. In the last few years we have invested heavily in academic representation and campaigns to

ensure it is given the support it requires.

Collective representation through our student reps is vital to the student body, especially since the amount you pay to study at university has increased over the last few years, and the quality of education and experience you have at BNU is of such importance. It's your comments that we want, it's you who can interact best with students from your course and find out what issues they are facing.

You are vital to the running of your Students' Union and your voice is crucial. What you say can make changes at every level of university life. This is your best opportunity to change the way the University works and remember, we are here to help and assist you at all times and we urge you to use us to make that change happen.

Meet The Team



Harry Tomlinson (he/him)
Vice President Education and Welfare (High Wycombe)
harry.tomlinson@bnu.ac.uk



Bethany Jackson (she/her)
Vice President Education and Welfare (Uxbridge and Aylesbury)
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Deputy CEO
matthew.kitching@bnu.ac.uk



Lucy Ryan (she/her)
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lucy.ryan@bnu.ac.uk



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Student Engagement Coordinator (High Wycombe)
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Tash Neal (she/her)
Student Engagement Coordinator (Uxbridge)
natasha.neal@bnu.ac.uk

Help is only ever a phone call or email away, please get in touch with any problems or queries.

Representation Structure

Students

All students at BNU are automatically members of Bucks Students' Union, with no fees or extra steps required. Membership gives you free access to a wide range of services including representation, advice, entertainment, societies, skills training, and more, regardless of how you study, thanks to The Big Deal.

Student Reps

As a student rep, you are an essential part of our representation system at Bucks Students' Union. Alongside nearly 250 other reps, your feedback is communicated to university staff through regular opportunities and meetings. This process ensures that the University remains committed to quality education and student welfare, while also providing all members with easy access to the Union's representation system.

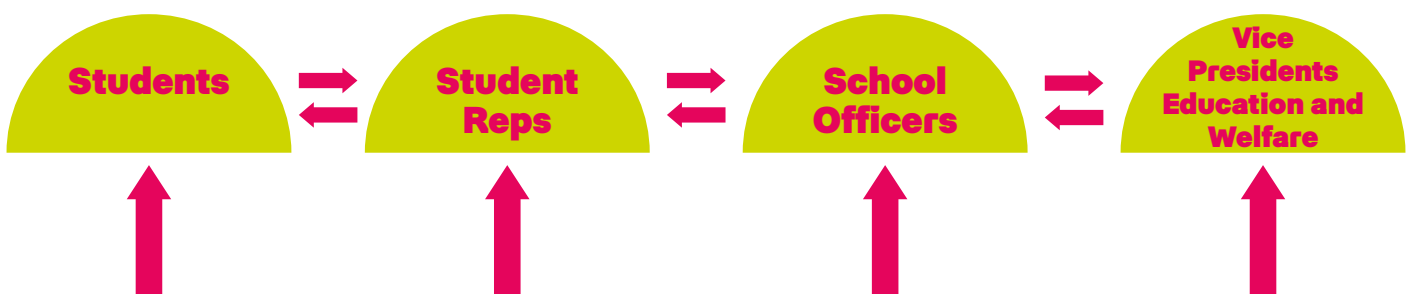
School Officers

School Officers gather and report on student experiences within their school by working closely with student reps to identify areas for improvement and highlight good practices. They also assist the Representation team with administrative tasks, promote feedback collection, and maintain regular communication with reps. Each of the seven larger schools has at least one School Officer.

Elected Officers

Each year, BNU holds elections for four full-time officer positions. These roles, typically filled by BNU graduates or students taking a year out, form the officer team responsible for shaping the student experience. As part of this, the representation system is led by the two Vice Presidents Education and Welfare, who ensure student feedback is considered at the highest levels of the university.

As you can see, the arrow goes both ways, meaning information should be reported back to whoever raised it, closing the feedback loop. This two-way communication ensures concerns are addressed, and keeps those providing feedback engaged, leading to more effective solutions.



Support from the Representation team

School Officers

School Officers collate information on the student experience in their school, by liaising with student reps to gain an understanding of the areas for improvement affecting students across the range of courses, alongside areas of good practice, and feeding this back to the Students' Union and University. They also help the Representation team throughout the year with various admin tasks associated with representation, including promoting feedback collection and communicating regularly with student reps.

There is at least one School Officer for each of the seven largest schools: Art, Design and Performance; Aviation and Security; Business and Law; Creative and Digital Industries; Health and Social Care Professions; Human and Social Sciences; and Nursing and Midwifery. School Officers are rewarded financially, as well as extra support from the Students' Union, and additional training and development opportunities.

Schools without a School Officer can access support from the Representation team.

Your Officers for 2024-25 are:



Erin Cook (she/her)
Art, Design and Performance
(Performance)
erin.cook@bnu.ac.uk



Laura Eustration (she/her)
Art, Design and Performance
(Art and Design)
laura.eustration@bnu.ac.uk



Ritamary Benny (she/her)
Aviation and Security
ritamary.benny@bnu.ac.uk



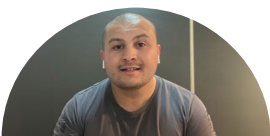
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Hannah Ward (she/her)
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Daniela Leonard (she/her)
Nursing and Midwifery (Aylesbury)
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Representation Pathways

At Bucks Students' Union, we offer a **standard** and **condensed** student rep pathway, depending on how you study.

Standard Pathway Rep

Standard pathway reps are students on full-time undergraduate and postgraduate programmes in the following schools:

- Art, Design and Performance
- Aviation and Security
- Business and Law
- Creative and Digital Industries
- Engineering and the Built Environment
- Human and Social Sciences
- Missenden Abbey International Hotel and Hospitality

As a standard rep, you will be required, and rewarded, for completing the following work:

- Complete student rep training
- Hold first coffee session and email confirmation to **surepresentation@bnu.ac.uk**
- Submit first Your Voice feedback online
- Attend first PCM
- Hold second coffee session and email confirmation to **surepresentation@bnu.ac.uk**
- Submit second Your Voice feedback online
- Attend second PCM

Condensed Pathway Rep

Condensed pathway reps are made up of 4 groups:

- Students on part-time programmes
- Distance Learners
- Students on foundation programmes
- Students who complete placements, including all programs in:
 - School of Health and Social Care Professions
 - School of Nursing and Midwifery

As a condensed rep, you will be required to complete the following work:

- Complete student rep training
- Submit first Your Voice feedback online
- Attend first PCM
- Submit second Your Voice feedback online
- Attend second PCM

All students on programmes without a student rep can access support through the representation team and school officers.



Your Roles and Responsibilities

As a student rep, you will work with various groups to raise the student voice within your course. More details on each responsibility can be found later in the handbook.

Core Responsibilities

Student Rep Training

It is crucial to complete the required training to fully understand your role, responsibilities, and the support resources available at the Students' Union. In-person and online options are available.

Course Leader Coffee Sessions (Standard Pathway only)

You will arrange termly meetings with your Course Leader to discuss any feedback received from the students within your year. We'll provide a free hot drink voucher for each meeting and offer suggested topics to discuss if you need inspiration.

Collecting Your Voice Feedback

'Your Voice Feedback' is collected twice a year and captures the views and opinions of your peers about your course and is one of the most important aspects of your role as a student rep.

Additional Responsibilities

Union Council

Union Council is the highest form of representation within the Students' Union and meets regularly during the academic year. Established to represent the voice of the students, the Council serves as a platform for informing students about policy changes within the Union, voting on University-wide issues, and guiding our lobbying efforts. It is an excellent opportunity to stay updated on the Union's progress with student issues.

Rep Recognition Scheme

An accreditation system that tracks your progress within representation and your involvement in the Students' Union during the academic year. Designed to allow you to engage with many projects and opportunities, giving you lifelong, career-enhancing skills.

Programme Committee Meetings (PCM)

Programme Committee Meetings (PCMs), held twice a year, are the primary meetings for student reps to provide feedback directly to department staff, and are the main forum for sharing information gathered from your peers. Using the feedback collected through 'Your Voice,' you can accurately represent your cohort's current experience and enhance the student experience at BNU.

Working with Students

One of your primary responsibilities is to gather feedback from students within your cohort, so we expect you to maintain active communication with them. You will be able to email all students you represent via the SU website to keep in contact, collect feedback, and report back on meetings.

End of Year Feedback Survey

At the end of the year, we ask reps to complete feedback on their experiences over the past academic year. This helps us to investigate ways of improving the scheme and to ensure that we are delivering the service that you need.



Student Rep Timeline 2024 - 25

Rep Training
WC Mon 28 Oct
2024



Coffee Session 1
Mon 11 - Fri 22
Nov 2024



**PCM Period 1
(including debrief)**
Mon 20 - Fri 31 Jan
2025



**Your Voice Feedback
Deadline 1**
Sun 15 Dec
2024



Coffee Session 2
Mon 10 - Fri 21
Feb 2025



**Your Voice Feedback
Deadline 2**
Sun 16 March
2025



**End of Year Survey
Launches**
Mon 5 May
2025



**PCM Period 2
(including debrief)**
Mon 21 Apr - Fri 2 May
2025

Rep Reward Log Sheet deadline Friday 27 June 2025

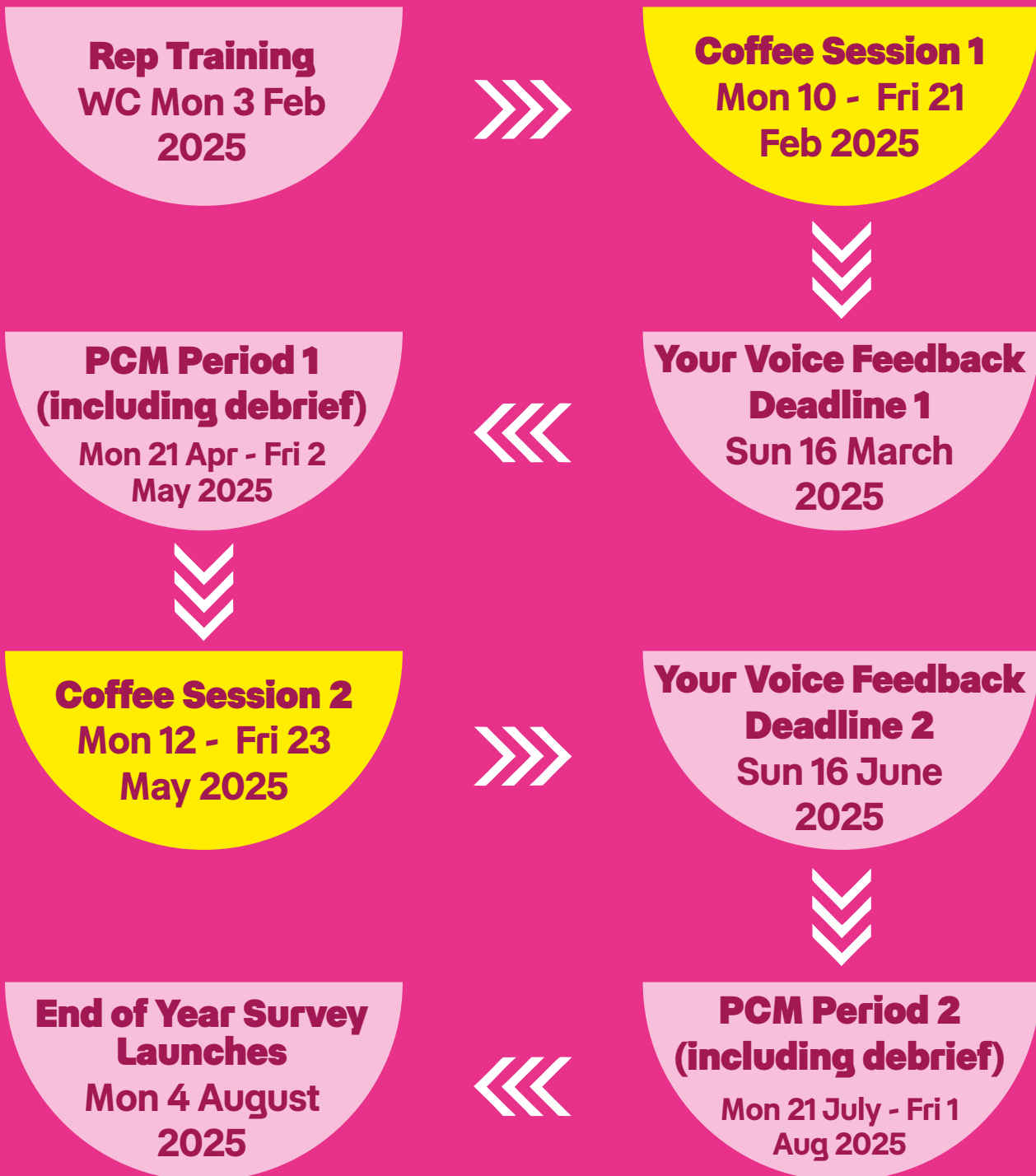


Scan the QR
code for Union
Council Dates

Scan the QR
code for STRIVE
Employability
Festival



Student Rep Timeline 2025 - 26



Rep Reward Log Sheet deadline Sunday 28 September 2025



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Council Dates

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Festival



Student Rep Timeline 2025 - 26

Rep Training
WC Mon 5 May
2025



Coffee Session 1
Mon 19 - Fri 30
May 2025



PCM Period 1
(including debrief)
Mon 21 July - Fri 1
Aug 2025



Your Voice Feedback
Deadline 1
Sun 15 June
2025



Coffee Session 2
Mon 11 - Fri 22
Aug 2025



Your Voice Feedback
Deadline 2
Sun 14 Sept
2025



End of Year Survey
Launches
Mon 3 Nov
2025



PCM Period 2
(including debrief)
Mon 20 - Fri 31 Oct
2025

Rep Reward Log Sheet deadline Sunday 14 December 2025



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Student Rep Expectations

Feedback

As a student rep, your primary responsibility is to collect feedback from your peers and share it with university staff during Programme Committee Meetings (PCMs). However, you don't have to wait until these meetings to share feedback. If there's an issue that needs attention or positive practice that deserves recognition, feel free to raise it with your course leader or personal tutor at any time throughout the year.

If you feel the issue hasn't been appropriately addressed, please email surepresentation@bnu.ac.uk and we will do our best to support you. For more information on collecting and delivering feedback in PCMs, please refer to pages 15 to 18.

Communication

It's important to close the feedback loop by sharing the results with the students you represent, letting them know what actions have been taken based on their feedback. Remember to keep us in the loop by submitting updates through the online feedback form so that we can ensure you receive the support you need throughout the year.

We also recommend creating a group chat for your course. Not only is this part of the Rep Recognition Scheme, but it's also an excellent way to stay connected with your peers and make feedback collection easier.

Additionally, we use a WhatsApp Announcement Group for all student reps. This group, managed by the Representation team, helps you stay informed about upcoming meetings, deadlines, Union surveys, and other important updates from the Students' Union.

Engagement

We've added more points of contact throughout the year than ever before as we continue to enhance our student representation services. In addition to this, we send frequent emails, WhatsApp announcements, and our monthly e-newsletter to keep you informed about everything we're working on. It's crucial that you carefully read all communications from us to ensure you don't miss any important updates.

Signposting

As a student rep, you may find that students come to you first with issues, concerns, or general questions about the Students' Union. While you're not expected to be an expert, we will provide you with basic information through in-person or online training and within this handbook for future reference. It's important not to take on too much yourself—remember to direct students to the appropriate support services, which you can find detailed on page 23. If you're ever unsure where to direct a student, please email us at surepresentation@bnu.ac.uk, and we'll be happy to assist you.

Sustainability

To maintain an effective and sustainable representation system, nominations and elections must be widely publicised each year. This ensures that everyone knows how to get involved, how to elect their rep, and who their rep is. We need your help to spread the word during nomination and election periods, whether or not you're running for re-election.

Rep Training

As a student rep, it is crucial to complete the required training to fully understand your role, responsibilities, and the support resources available at the Students' Union. All reps are informed about mandatory training sessions, which are also part of the criteria for earning your reward payment.

These training sessions cover the essential information you need to confidently start your role, including:

- An in-depth introduction to your role and responsibilities
- Overview of University committees and the broader student representation system
- Exploration of methods for gathering and presenting feedback
- Guidance on signposting students to additional support services

In Person Training

Training is held face-to-face, and attendance is expected for all standard pathway student reps. In-person training is a valuable opportunity to meet other student reps, share ideas, and build connections.

Online via Microsoft Teams

We understand that students have other commitments outside their student rep role and may not always be able to attend in-person sessions. Therefore, we offer an online alternative via Microsoft Teams for condensed pathway student reps. This session covers the same content as the in-person training, including a screen-shared presentation, interactive activities, and opportunities to ask questions.

If you are unable to attend both the in-person and online training sessions—due to late co-option or other commitments—we will provide a tailored solution to ensure you receive the necessary training and are fully equipped to succeed in your role.



Course Leader Coffee Sessions

Coffee Sessions are held twice a year. These sessions provide a valuable opportunity to build a strong working relationship with your academic team, ensuring open communication and the prompt resolution of any issues. It's your responsibility to arrange these sessions with your course leader at a mutually convenient date and time within the specified periods.

Coffee sessions are mandatory for standard pathway student reps. If you are a condensed pathway student rep and believe these sessions would be beneficial, you're welcome to arrange a meeting. Please note, however, that financial compensation is not provided in this situation.

Not sure which pathway you're on? Head back to page 7 to find out

Collaboration Across Year Groups



We encourage you to organise your coffee session alongside other student reps from your course. As part of the same programme, your experiences will likely be similar, allowing all to discuss what's working well and what could be improved. If you don't know the student reps in other year groups, please email **surepresentation@bnu.ac.uk**, and we'll provide the information. Alternatively, you can ask your course leader or scan the QR code to use the 'Find My Rep' tool.

Find the other reps on your course!

Discussion Topics

Coffee sessions are a great opportunity to build a working relationship with your course leader and discuss any positive or negative aspects of your student experience so far. There is also an opportunity to follow up on actions set during your Programme Committee Meeting (PCM) to ensure they're on track. For example, any issues carried over from the previous year or concerns from the start of your course. You can also address any unresolved issues from the most recent meeting.

If needed, we also provide some prompt questions you can use to help kick-start the meeting and aid the discussion. You can find this on the Students' Union website.

Post-Session Follow-Up

After your coffee session, please email **surepresentation@bnu.ac.uk**, copying in your course leader, to confirm that the session took place. This allows us to pay you for the meeting, so make sure to do it!



Your Voice Feedback

'Your Voice Feedback' captures the views and opinions of your peers about your course and is one of the most important aspects of your role as a student rep.

This feedback is organised into several categories, following the same structure as the National Student Survey (NSS). The NSS allows final-year students across the UK to share their thoughts on their course, helping prospective students decide where to study. We use this structure so you can make a meaningful and positive impact on your course while you're still studying.

Below are the NSS categories, along with example questions to guide feedback in each section.

Teaching on the Course

- How do staff ensure that every student on the course understands the learning outcomes?
- How does the course intellectually stimulate you and challenge you to achieve your best?

Learning Opportunities

- What opportunities does the course provide to apply what has been learnt?
- What opportunities are available to bring different topics together and explore ideas?

Assessment and Feedback

- Is the three-week feedback turnaround being met regularly?
- How have the comments included in your assessment feedback enabled you to improve?
- What is your view of the marking and assessment process?

Academic Support

- How accessible are staff when you have a query?
- How has the advice given to you by your academic team enabled you to progress?

Organisation and Management

- Have you experienced consistent areas of underdelivery with the organisation and management of your programme e.g., timetabling, personal tutors not being allocated?
- How effectively are any changes communicated?

Learning Resources

- What is your view of the Library and IT facilities at the University?
- How accessible are course-specific resources when needed?

Learning Community

- How have you been made to feel part of a community of staff and students?
- What opportunities have you had to work with other students as part of the course and are they sufficient?

Student Voice

- What opportunities have you had to provide feedback and how has it been acted on?
- How do you consider the responses that have been given to this feedback?

Placements (relevant courses only)

- Is there any feedback you would like to provide on your placement experience?
- Do you feel supported during your placement?

Collecting Feedback

As a student rep, the feedback you collect should **represent the sentiments of your entire course**, not just your personal views. To assist you in gathering comprehensive feedback, here are some suggested methods:

Group Chats: Having a course group chat makes it easy to check in with the other students on your course.

Word of Mouth: Talk with the people on your course, asking the questions across the page, and getting their input directly.

Surveys: Creating a survey on google forms and sending it to the rest of your course.

Email: using the “Find My Rep” platform, you can email every student on your course for their input.

In class: You can print a copy of the “Your Voice feedback” form found on the SU website, and ask students to fill it out in class.

There are countless ways to collect feedback, and what works best for you might be entirely different from what works for others. Feel free to use whichever method you find most effective. Not everyone will want to provide feedback, and that's okay. So, don't worry about the number of responses you receive. Just make sure to reach out to all members and allow them to share their views.

Submitting Feedback

After collecting feedback from your class, you'll need to summarise it and submit it on the Students' Union website. Please do not submit each individual response; instead, provide a collective summary of the feedback.

On the 'Your Voice' Feedback form, be sure to note how many students you gathered feedback from and whether there were any groups you were unable to reach. This information helps assess how representative your feedback is and provides context for any comments.

Feedback Collection:

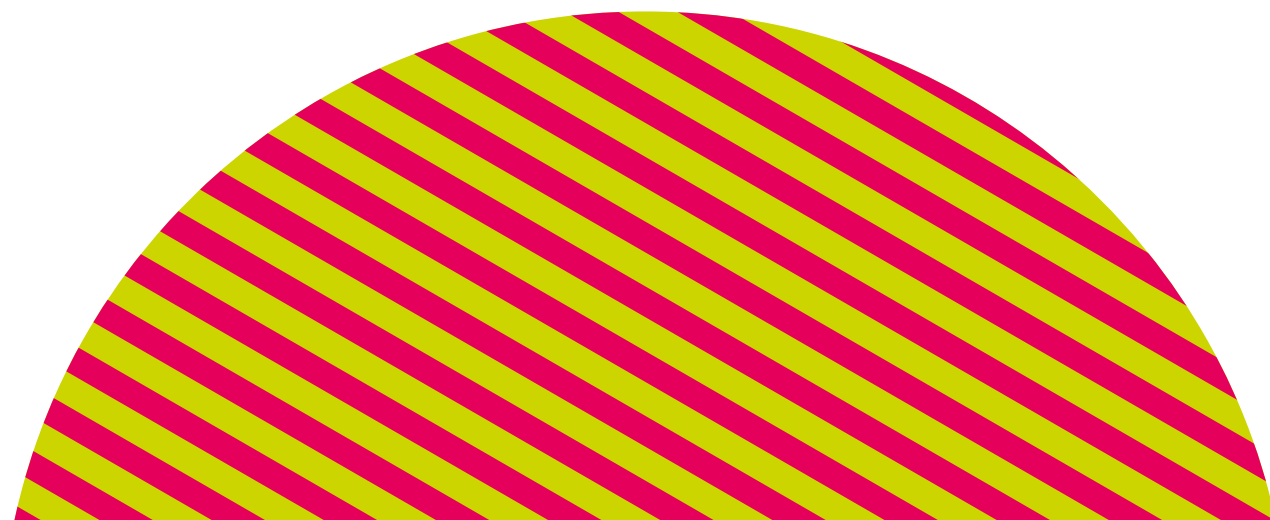
Top Tips

The feedback you submit can create real, meaningful change for your course, so it's important you understand this fully. You should make sure this feedback is as detailed and clear as possible. Below is a list of top tips from previous student reps for collecting and writing up feedback:

- Make sure you aren't only submitting your views, speak to your peers and make sure their voices are being heard
- Don't copy and paste the feedback you receive from your peers – read it through, understand it, and write detailed responses based on this
- Check your feedback before you submit it – make sure it is clear and easy to understand – if you are unable to attend your PCM, or your tutors want to refer back to this feedback, they should be able to get everything they need from reading your response
- Make sure you are highlighting positive practices, not just negatives. This helps academics know what students like and what is working well, so they can continue to do this
- Include as much detail as you can – one-word responses are difficult to learn from
- Avoid naming tutors in negative feedback – use module names or codes instead
- Try to use module names and/or codes to make your feedback more specific. This helps tutors know specifically where improvements need to be made
- Give yourself enough time to collect and type up the feedback – if you leave it until the last minute, you may not get many responses, and you will be under a lot of pressure to meet the deadline
- If you don't understand something one of your peers has said, speak to them about it and try to understand what they mean – you will be the one explaining the feedback, so it's best you know what you're talking about
- Make sure you have a copy of the feedback you are submitting – this is great to keep on hand for your PCMs to make sure you are prepared.



To find out how to contact all students you represent to aid feedback collection or provide updates, please scan the QR code.



Programme Committee Meetings

Programme Committee Meetings (PCMs) are key responsibilities for student reps and serve as the primary forum where you can present feedback from your peers directly to staff. These meetings occur twice a year and attendance contribute to your payment amount.

All student reps and academic staff within your department, library, and IT representatives, along with a member of the Students' Union, usually from the Representation team, will be invited to participate to ensure all areas of the student experience are represented.

For the January and April cohorts, you may also be asked to discuss and review your experiences as part of a non-traditional intake.

Meeting Structure

At these meetings, the chair will review the 'Your Voice' feedback submitted by student reps. The meeting begins with a discussion of positive practices reported, highlighting what is working well. This is followed by addressing areas for improvement, categorised according to the National Student Survey (NSS) criteria. This structure provides reps the opportunity to discuss their feedback directly with staff and ensures that any issues are promptly addressed and resolved.

After the meetings, you are required to update your peers on how their feedback is being acted upon. Demonstrating that their voices are heard encourages continued engagement and helps further improve the school.

Co-Chairs

These meetings are designed to ensure student voices are central to the discussion. To reinforce this, all rep meetings should be co-chaired by a student. The student co-chair helps guide the meeting, ensures all points are covered within the allotted time, and makes sure everyone can voice their feedback. The Students' Union offers extra training and support for any student interested in becoming a co-chair.

Addressing Urgent Issues

Given that PCMs are held only twice a year, urgent issues may arise that need immediate attention. If you feel that certain issues were not adequately addressed during the PCM, please email surepresentation@bnu.ac.uk.

Waiting for a meeting to raise issues can make them more difficult to tackle at times; so, make sure you speak to a member of academic staff too as they may be able to resolve the issue before the meeting.

Unable to attend? Submit your apologies

If you are unable to attend a meeting, you must submit your apologies to surepresentation@bnu.ac.uk at least 48 hours in advance. Please note that you may be required to provide evidence for your absence. We typically do not accept repeated apologies, although we understand that exceptional circumstances may arise in some cases.

To still receive payment if you cannot attend a meeting, you must submit both your 'Your Voice' feedback and send an apology email.



Reward and Recognition

Your dedication and contributions are recognised with a payment of up to **£100** funded by The Big Deal. This payment is divided into segments based on the completion of the following tasks:

- Attend one training session
- Arrange two Coffee Sessions with your Course Leader (standard pathway only)
- Submit two Your Voice feedback submissions
- Attend two Programme Committee Meetings

Payment is contingent upon completing these tasks, as we can only reward what is documented. Full payment will be released only if all criteria are met.

If you are unable to complete certain tasks, partial payment may be considered at the discretion of the Representation team. We understand that legitimate reasons may prevent you from fulfilling all requirements, and payment may still be released if the work expected for a meeting is completed. Payments are made in full at the end of the year via bank transfer and will appear on your bank statement as 'Bucks SU.'

To process your payment, you must complete your log sheet, which can be found on the SU website or obtained by emailing the Representation team. It is your responsibility to fill out and return the log sheet by the last working day of June. Please note that completing this form does not guarantee payment, and payments can only be made to UK bank accounts.

Leadership Academy

You will also receive support from the Students' Union representation team with applications for the Leadership Academy. This bespoke programme is tailored to your goals for the upcoming year and offers training courses specific to your needs, funding for recognised qualifications, and networking opportunities—all **free** of charge, courtesy of The Big Deal. You can apply on the SU website: (bucksstudentsunion.org/employability/leadershipacademy) or by scanning the QR code below



Union Awards

You may also be invited to our annual Union Awards event in May 2025. This event is an opportunity to formally recognise the achievements of our active members and staff who have inspired us throughout the academic year. This invitation-only event is a highlight of the Students' Union calendar and celebrates the hard work and dedication of our community.

BNU Graduate Attributes

Graduate attributes are the qualities and skills that go beyond your academic achievements and will make you stand out to potential employers and set you apart from candidates who do not have a degree. By being a student rep, you increase your skills in these areas:

- Knowledge and its application
- Creativity
- Leadership and self-development
- Social and ethical awareness and responsibility

Rep of the Month

Each month, a student rep who has significantly improved the student experience by effectively representing their peers is rewarded for their work. You can nominate anyone you believe has excelled in their role, including yourself!

Each Rep of the Month is rewarded with:

- Rep of the Month certificate
- Rep of the Month pin badge
- Nomination for 'Student Rep of the Year' at Union Awards
- Feature in the newspaper or on social media
- Head of School and Course Leader informed of achievement

Nominations must be at least 100 words and should clearly address the following criteria with examples where possible:

- Tenaciously tackle an issue relating to the student experience of their peers
- Enhance the student community on their course
- Participate in active communication and collaboration with their peers, the University and Students' Union staff teams
- Be active in promoting equality, diversity, and inclusion in their course
- Contribute to the Student Rep role in a significant capacity, as deemed by your peers

Staff Celebration

'Staff Celebration' is an opportunity for us to celebrate members of staff who have gone above and beyond, inspired their students, and deserve recognition for their work.

The criteria for Staff Celebration mirrors the criteria for the three Excellence in Learning and Teaching Awards:

- Excellence and Innovation in Student Learning Support
- Demonstrating Excellence in Academic Leadership
- Excellence and Innovation in Learning and Teaching Practice

Nominations for both awards can be submitted at bucksstudentsunion.org/activities/celebration-station. Each month the Representation Team will review all nominations and select a winner when appropriate.

Each Staff Celebration winner is awarded the following:

- Staff Celebration certificate
- Nomination for ELT Awards
- Invitation to Union Awards
- A dedicated feature in the newspaper/ on social media
- Head of School informed of achievement



Rep Recognition Scheme

In addition to the reward for your role, the Rep Recognition Scheme tracks your progress throughout the year as a student rep. The scheme consists of nine categories, each representing a different area of the Students' Union and the wider society and is designed to help you engage with numerous opportunities while developing lifelong, career-enhancing skills.

The accreditation levels are as follows:

- **Bronze:** 100 points
- **Silver:** 200 points
- **Gold:** 300 points
- **Platinum:** 400 points

Achieving 400 points earns you **platinum accreditation**, which gives you an invitation to our annual Union Awards dinner. At this event, the University's Vice Chancellor will present your award in recognition of your hard work and achievements.

Additionally, you can set your own targets through the 'Make Your Own Way' option. Work with the Representation team to determine an appropriate number of points for each task you complete.



“Being a student rep gave me many opportunities to learn and develop as a person. I developed skills such as time management, organisation, confidence, and even talking to people! (This was a big one for me). It really helped me build relationships with my classmates, tutors, and Students Union staff! Whilst speaking to tutors and classmates can seem daunting at first, you gradually find your feet and feel more confident about doing it! The Student's Union is a safe place for students to go. There are many great people working there and they are all there to support you! The Representation Team are there to help you every step of the way! If you're not sure about your role, or if you have a question, or if you just want to say hi, they are there to support you to get the most out of your role and time at BNU!”

- Bethany Jackson, Sports Psychology Student Rep, Human and Social Sciences School Officer

You can update your Rep Recognition Scheme at any time at bucksstudentsunion.org/yourvoice/student-reps. If you have any questions or any issues, email surepresentation@bnu.ac.uk

REP RECOGNITION SCHEME



Bronze (100 pts) **Silver (200 pts)** **Gold (300 pts)** **Platinum (400 pts)**

	POINTS FOR COMPLETION
REP ESSENTIALS (Written Communication, Teamwork, Organisational Skills)	
Complete rep training / refresher rep training	20
Partake in first Coffee Session	10
Submit first Your Voice feedback.....	20
Attend first PCM.....	20
Partake in second Coffee Session	10
Submit second Your Voice feedback	20
Attend second PCM.....	20
UNIVERSITY COMMUNITY (Networking, Time management)	
Attend Union Council meetings.....	10 per meeting
Attend a STRIVE session (max 3 sessions/30 points)	10
Collect Your Voice Feedback from at least 50% of your class.....	20
Be a rep for all years of your course.....	20
SOCIAL RESPONSIBILITY (Organisational Skills, Decision Making, Leadership)	
Registered to vote in local area (Home/Uni).....	20
Voted in the October SU elections this academic year	15
Voted in the March SU elections this academic year.....	15
Stand for an Elected Officer position during elections.....	30
Stand for a Student Leadership position during elections.....	20
Complete 10 hours of volunteering (Max. 30 hours/ 60 points).....	20
Raised money for charity up to three times (Max 3/30 points).....	10 per occasion
MEDIA (Networking, Written Communication)	
Follow @BucksRep on Instagram.....	5
Follow @BucksRep on X	5
Add 'Bucks Rep' on Facebook	5
Create course group chat	5
Share 5 Students' Union posts on social media	10
Share 5 Students' Union messages through other forms of media to your cohort (e.g. emailing or group chats).....	10
Write an article for the website/newspaper about Representation	10
CAMPAIGNS & RESEARCH (Leadership, Innovative, Networking, Creativity)	
Actively participate in up to two Students' Union campaigns (max 2/20 points).....	10 per campaign
Actively participate in one national campaign.....	30
Run one campaign.....	40
Attend one focus group feedback session	10
Take part in any other Students' Union survey	5 per survey
Complete the End of Year Rep Survey	10
RECOGNITION & CELEBRATION (Decision making, Leadership, Community Awareness)	
Submit a nomination for Rep of the Month.....	10
Submit a nomination for Staff Celebration	10
Nominate a member of university staff for an ELT Award (max 3 noms/30 points)	10
Nominate a student for a Union Award (max 3 noms/30 points).....	10
Get 5 students to submit a Union Awards nomination (max 10 students/40 points)	20
Get 5 students to submit an ELT nomination (max 10 students/40 points)	20
IT'S A BIG DEAL (Leadership, Self-Awareness, Learning a New Skill)	
Become a buddy	10
Enrol in the Leadership Academy	15
Take part in sports for fun session (Max. 3 sessions/15 points)	5 per session
Attend a recreational activities session (Max. 3 sessions/ 15 points)	5 per session (check society sess)
Complete an additional skills session (Max. 3 sessions/ 15 points)	5 per session
MAKE YOUR OWN WAY	
Agree your own goal with representation team.....	Negotiated value
E.g. Co-chair PCM:	30 points
Presenting at Union Council:.....	15 points
Interview for the School Officer role.....	20 points

Below each heading outlines some of the skills you gain from completing the relevant section of the Rep Recognition Scheme.

Signposting and Support

Students will likely approach you with problems or questions that aren't related to the quality of their educational experience. Please remember that while we want you to talk to your peers and listen to their experiences, we don't expect you to be able to deal with everything that comes your way!

Alongside the Students' Union staff to support you, there are other university services you should be aware of to signpost your peers to (and take the weight off your shoulders!)

Advice Centre

suadvice@bnu.ac.uk

The Advice Centre are here to listen, advise and support students by providing a professional, independent, and confidential service, which is accessible and welcoming. The Advice Centre can help to resolve any problem you may have, including personal life, finances, legal issues, accommodation, course issues, and issues faced by international students.

Counselling

counselling@bnu.ac.uk

The Counselling Service offers free and confidential professional therapy sessions for all students. They can support you with managing anxiety, depression, and stress; building self-esteem and confidence; improving communication; overcoming learning blocks; and more.

Student Hub

students@bnu.ac.uk

The Student Hub are a university service that deals with student administration. Their services include international student letter requests; change of address forms; references; tuition fees and funding information; student finance advice and more.

Student Learning and Achievement (SLA)

sla@bnu.ac.uk

The SLA work with students to develop their academic abilities and offers both one-to-one tutorials and small group workshops. The SLA can assist with research skills; academic writing and referencing; understanding the feedback on your assignments; supporting students whose first language is not English; and more.

Multi-faith Chaplaincy

multifaithchaplaincy@bnu.ac.uk

The Multi-faith Chaplaincy offers support for students of all faiths as well as those who have none. Their services include spiritual guidance and a place to worship; pastoral support; a point of contact for local faith communities; and more.

Inclusion, Diversity and Disability Service

inclusion@bnu.ac.uk

The Inclusion, Diversity and Disability Service helps ensure you get the most from your experience in an inclusive learning environment. Their services include assisting with applications for the Disabled Students' Allowances, providing dyslexia screening for students, and support and guidance on things, such as registration and disclosure; reasonable adjustments; and more.

Accommodation Service

accommodation@bnu.ac.uk

The Accommodation Service supports students living in student accommodation and privately rented properties. They deal with queries such as council tax forms, and issues with landlords.

Bucks Students' Union

Elections

Bucks Students' Union elections, known as **#BSUElections**, are our annual democratic event held in March. During this period, students can nominate themselves for various leadership roles within the Union. After submitting a nomination, candidates present their plans in a manifesto and campaign to secure votes from the student body.

These elections are crucial as they determine who will serve as our four full-time, elected officers for the upcoming academic year. As students, you have the power to decide who will lead your Students' Union.

While the elected officer roles attract the most attention, other important student leadership positions also play a significant role, including four student trustee positions. More information about these and other roles is available on the next page. Taking on one of these roles is an excellent way to

become more involved with the students' union, enhance your leadership skills, and contribute to improving student life at Bucks. Other positions up for election include committee roles, student reps, and more!

As a Student Rep, you've already demonstrated strong leadership skills. These additional roles offer a fantastic opportunity to further engage, drive change, and continue developing your abilities. Remember, every student has the right to vote—so make sure to use your voice, participate, and have your say during election week.

For more information about the elections, to express interest in a role, or to discuss nominating yourself, please email **surepresentation@bnu.ac.uk**.



Other Opportunities

Full-time Elected Officer

Appointment method: cross-campus election

Becoming one of our elected officers offers a unique opportunity to be a part of the Students' Union leadership team. They are full-time paid positions, held by BNU Graduates or students who wish to take a year-long break from their studies. At Bucks, there are four Officers: President, Vice President Education and Welfare (High Wycombe) Vice President Education and Welfare (Uxbridge and Aylesbury) (VPEW) and Vice President Achievement and Belonging (VPAB).

Elected Officers shape and influence the academic and social life of students at BNU. Having been elected in a cross-campus ballot, officers are answerable to the student body. They act as primary representatives of students at the University, sitting on the highest decision-making bodies.

Student Trustee

Appointment method: cross-campus election

Student Trustees are part of the team driving the strategic direction of the Union by sitting on our Trustee Board. As a registered charity aiming to improve the education of students at BNU, the Trustee Board has final sign-off on the Union's biggest plans. Working alongside our four Elected Officers and External (Lay) Trustees, you will ensure that we meet our objectives and continue to operate responsibly in the best interest of our members.

As well as sitting on the Trustee Board, there is also the opportunity to get involved with other committees and update students regularly on your work. Up to four students are elected each year, with one of these positions reserved for a student who studies at the Uxbridge campus.

Student Voice Officer

Appointment method: interview

Student Voice Officers work alongside our full-time elected officers and staff to ensure the Union meets its objectives and continues to operate in the best interests of its members. Students from all backgrounds including a range of ethnicities, ages, genders, levels and modes of study, and academic schools are encouraged to apply.

Student Voice Officers plan and lead campaigns to enhance the student experience, especially for the groups they represent. They participate in Union and University committees, communicate with key stakeholders, and give feedback on reports regarding Union operations. Additionally, they promote and support Students' Union events, ensuring a high-quality experience for all members.

School Officer

Appointment method: interview

School Officers are employed to assist the Representation team in a range of tasks within their respective school. School Officers take on more responsibilities including attending Education Forum, planning the Union's employability festival STRIVE, as well as communicating with Student Reps on a regular basis. School Officers are also paid for the work they complete. We currently have School Officers who cover the seven biggest schools with the opportunity to receive a financial award up to **£350**.

Protecting Your ‘REP’utation

For the representation system to be efficient and effective, the Union must guarantee consistent levels of representation are maintained for students. For this reason, we have split up the reward payment to relate to certain aspects of the role that are particularly crucial, as set out on page 19. As a Student Rep, you are elected by your peers and as such are answerable to them.

Remedial Phase

A) If two pieces of work are not completed in a row, such as not attending training, and your first PCM, a member of the Representation Team will contact you. We understand that you will have multiple priorities while at university, and it can be difficult to manage. We will always look to encourage you and help get you back on track where we can, with additional training or one-on-ones, we are always here to support you where we can.

B) Students have the right to remove their rep if they do not feel they are effectively representing them. If a group of students wish to start this process, they must complete the student rep removal form on the SU website, having 1 proposer and 4 seconders (5 signatures in total). On the very rare occasion this happens, a meeting should be held within 10 working days, with the five signatories, the relevant School Officer, and Student Engagement Coordinators to discuss the reason for submission, investigate their concerns more closely and decide at this point if any further action needs to be taken.

If they don't wish to meet, then it will be difficult to progress their complaint without more evidence.

Should a complaint be made against you, you will be given the chance to answer the complaint, and the Union will seek to mediate between the parties: quite often it is a simple case of misunderstanding that leads to such complaints. Following this, the initial review will be made.

Initial Review

The Student Engagement Coordinators and two School Officers not connected to the case review the evidence available and decide to either dismiss the case, suggest more training, and support, or take it higher. If the decision is to take it higher, it then goes to a formal review.

Formal Review

The Formal Review is conducted by the Student Experience Manager and the VPEWs. The case would be reviewed, and the rep can attend if they wish, accompanied by a supporter (not a legal representative). They decide to either dismiss the case, suggest more training and support, or remove the rep. The rep would have the right of appeal if the decision was removal from the position.

Appeal

The right of appeal can be to any two members of the Students' Union's Senior Management Team (CEO, Deputy CEO, Head of People and Development, Head of Communications and Marketing, Head of Finance, President or Vice President Achievement and Belonging).

- Money
- Your personal life
- Legal issues
- Accommodation
- Course issues
- International student issues

Our professional, confidential, and independent advice service provides information, advice, and guidance and is available to all students at BNU.

From course-related issues and money worries to personal problems and general welfare concerns, our experienced advisors are set-up to provide you with confidential advice and guidance when you need it the most.

We have the time to listen, advise and support students, providing a service which is accessible and welcoming. We use our experience and knowledge on student issues to make life better for students at Bucks.

High Wycombe Campus: Room N0.04, ground floor, North Wing **01494 603 016**
 Uxbridge Campus: Room 1.03, first floor **01494 605 180**

We offer in-person appointments at High Wycombe or Uxbridge, or if you are off-site, telephone or online appointments, whichever suits you best. If you have an enquiry or want to make an appointment just drop-in, phone or email us.

bucksstudentsunion.org/advice
suadvice@bnu.ac.uk

Opening hours:

High Wycombe: Monday to Thursday
 9am–5pm, Friday 9am–4.30pm
 Uxbridge: Monday to Thursday
 9am–5pm, Friday 9am–4.30pm

ADVICE CENTRE

CONTACT US

WITH A
COMPLEX PROBLEM

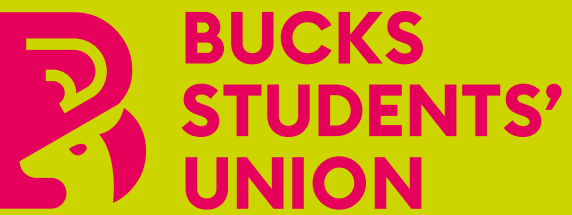
WITH A
SIMPLE QUESTION

WE ANSWER
STRAIGHT AWAY

WE BOOK YOU AN
IN-PERSON, ONLINE,
OR TELEPHONE
APPOINTMENT

WE GIVE YOU CONFIDENTIAL,
INFORMATION, ADVICE AND
GUIDANCE AND HELP TO
SOLVE WHATEVER PROBLEM
YOU MIGHT HAVE.





Instagram: **@BucksRep**

Facebook: **Bucks Rep**

X: **@BucksRep**